

Physicians Plus GO-TO: CARR Form Changes

February, 2009

The Claim Adjustment Review Request (CARR) form — revised to create a more streamlined and efficient process — is now available on GO-TO.

We ask you to make note of the form's most significant change:

- If more than one change is being requested for a particular claim, please indicate all changes on one CARR form. The CARR form should then be sent to the Madison location.

Also, in an effort to reduce the consumption of paper, we encourage you to complete the CARR form electronically through GO-TO whenever possible.

Please contact your provider network management liaison if you have any questions or concerns.

