

Policies – Huntsville Hospital Health System Laboratory

Billing

Huntsville Hospital Health System Laboratory (HHL) has a flexible billing system. We have the capability to accurately bill the physician office, the patient, the patient's insurance, Medicare, or Medicaid.

Billing—CPT Coding

It is your responsibility to determine correct CPT codes to use for billing. While this catalog lists CPT codes in an effort to provide some guidance, CPT codes listed only reflect our interpretation of CPT coding requirements and are not necessarily correct. Particularly, in the case of a test involving several component tests, this catalog attempts to provide a comprehensive list of CPT codes for all of the possible components of the test. Only a subset of component tests may be performed on your specimen. You should verify accuracy of codes listed; and where multiple codes are listed, you should select codes for tests actually performed on your specimen.

HUNTSVILLE HOSPITAL HEALTH SYSTEM LABORATORY (HHL) ASSUMES NO RESPONSIBILITY FOR BILLING ERRORS DUE TO RELIANCE ON CPT CODES LISTED IN THIS CATALOG. For further reference, please consult the CPT Coding Manual published by the American Medical Association; and if you have any questions regarding use of a code, please contact your local Medicare carrier.

Cancellation of Tests

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

Confidentiality of Results

HHL endeavors to maintain the confidentiality of all patient information. To ensure the appropriate release of patient results in response to a telephone inquiry, 1 of the following may be required:

- HHL accession ID number for specimen
- Client account number from HHL
- Client accession ID number interfaced to HHL

We appreciate your assistance in helping HHL preserve patient confidentiality. The provision of appropriate identifiers will greatly assist in a prompt and accurate response to result inquiries.

Continuing Education

Continuing education sessions covering various laboratory issues are offered periodically by Huntsville Hospital. Special sessions specifically targeting physician office issues will be conducted throughout the year. HHL is committed to meeting your laboratory needs.

Courier Services

Courier service is provided free of charge to our clients. We will tailor a schedule to meet the individual needs of your office. We offer STAT pick-up and testing at no additional charge.

Result Reporting

Result reporting is designed to meet your needs. Several methods of delivering patient reports to your office are available. Remote data communication from our laboratory computer system is available. STAT results and critical findings are always telephoned or faxed to the physician immediately.

Supplies

Supplies for specimen collection and transport are provided without charge for tests referred to HHL.

Test Listing

Huntsville Hospital Health System Laboratory performs a large menu of laboratory tests on-site (including specialty and esoteric testing). We have the capability to add to this testing menu as the need arises.

Test Referred to Another Laboratory

Tests not performed in our laboratory are accurately and expeditiously referred to the most appropriate independent laboratory. Our strategic alliance with Mayo Medical Laboratories allows us access to the highest quality and most complete menu of laboratory tests available. All tests not performed in our laboratory are referred to Mayo Medical Laboratories unless otherwise requested by the ordering physician. Refer to the Mayo Medical Laboratories' [Test Catalog](#) for additional testing if necessary. Huntsville Hospital Health System maintains complete control of results reporting and billing for these referred tests.

Specimen Rejection

All tests are unique in their testing requirements. To avoid specimen rejection or delayed turnaround times, please check the "Specimen Required" field within each test. You will be notified of rejected or problem specimens upon receipt.

Please review the following conditions prior to submitting a specimen to HHL:

- Full 24 hours for timed urine collection
- pH of urine
- Lack of hemolysis/lipemia
- Specimen type (plasma, serum, whole blood, etc.)
- Specimen volume
- Patient information requested
- Patient/specimen properly identified
- Specimen container (metal-free, separation gel, appropriate preservative, etc.)
- Transport medium
- Temperature (ambient, frozen, refrigerated)

Unlisted Tests

New procedures are developed throughout the year; therefore, some tests are not listed in this catalog. Although we do not usually accept referred tests of a more routine type, special arrangements may be made to provide your laboratory with temporary support during times of special need such as sustained instrumentation failure. For information about unlisted tests, call Client Services.

Unsatisfactory Analytic Results

If HHL is unable to obtain a satisfactory analytic result, there is no charge.

Unsuccessful Venipuncture

If a phlebotomy technician has been unable to obtain blood from a patient's vein after 2 attempts, the phlebotomist will notify the patient's charge nurse or the physician office about the problem, and another phlebotomist will be sent as soon as possible.

The laboratory makes every effort to send only the most experienced phlebotomy technicians to draw blood from patient's with difficult veins.

If the second phlebotomist is unsuccessful after 2 attempts, no more venipuncture attempts will be allowed by the phlebotomy team. The charge nurse or physician's office will be notified.

If there is a micro testing method available in the laboratory, it may be possible to substitute a fingerstick for venipuncture.

Note: Phlebotomy technicians are not allowed to perform venipunctures in the ankles or feet.