

# Policies- OhioHealth Laboratory Services

## **Billing**

*Client*—Each month you will receive an itemized invoice/ statement which will indicate the date of service, patient name, test name, and test charge. Payment terms are net 30 days. When making payment, please include our invoice number on your check to ensure proper credit to your account.

*Indemnity Insurance Groups, Medicare, and Medicaid*— OhioHealth Laboratory Services will provide direct billing service to indemnity insurance groups, Medicare, and Medicaid. Please include the following required billing information: responsible party, patient's name, date of birth, current address, zip code, telephone number, Social Security number, and diagnosis code. Providing this information will avoid additional correspondence to your office at some later date.

*Patient*—OhioHealth Laboratory Services provides direct billing service to the patient. Please include the following required billing information: responsible party, patient's name, date of birth, current address, zip code, telephone number, Social Security number, and diagnosis code. Providing this information will avoid additional correspondence to your office at some later date. Please advise your patients that they will receive a bill for laboratory services from Riverside Methodist Hospital. Credit cards are acceptable forms of payment.

Billing inquiries should be directed to 614-566-5594 or 800-837-2455

***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. Where multiple codes are listed, you should select codes for tests actually performed on your specimen. OHIOHEALTH LABORATORY SERVICES 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. If you have any questions regarding use of a code, please contact your local Medicare carrier.

## **Blood Bank Specimens**

The American Association of Blood Banks, in their Standards for Blood Banks and Transfusion Services (29th edition, 2014), requires that blood specimens to be used in preparation of blood for transfusion: “be labeled in the presence of the intended recipient, that the specimen label contain 2 independent patient identifiers plus collection date, and that there be a mechanism to identify the individual who drew the blood.” Specimens sent to OhioHealth Laboratory Services for transfusion-associated tests need to meet these requirements.

## **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**

OhioHealth Laboratory Services is committed to maintaining the confidentiality of patient information. To ensure Health Insurance and Portability Act of 1996 (HIPAA) compliance for the appropriate release of patient results, the service OhioHealth Laboratory Services provides, strict confidentiality concerning the information and medical condition for its patients. Laboratory employees are forbidden from disclosing any confidential information without authorization. Patients must sign a release to obtain results. Proper identification of a physician office or clinic must be obtained before releasing any confidential information. Facsimile machines must be in a secure area to receive faxed information from the laboratory.

## **Continuous Process Improvement and Quality Control**

*Continuous Process Improvement*—OhioHealth Laboratory Services maintain an on-going Process Improvement Program, Process Excellence, which encompasses all divisions within the department and all steps of a process from pre- and post-analytical. Process Excellence tools, including 6 Sigma and Lean Principles, are used to improve processes. The scope of the program includes monitoring of high volume, high-risk, and problem prone laboratory services including those which impact client needs and expectations. Monitoring, tracking, and trending laboratory activities helps determine appropriateness of services provided, client satisfaction, and performance levels of laboratory staff. As improvement opportunities are identified, formal steps to act upon those opportunities are taken by appropriate personnel.

*Quality Control*—the quality control program monitors activities affecting the integrity and reliability of the testing process. Quality control specimens are analyzed routinely to define acceptable criteria. All equipment is routinely given preventative maintenance. Inspections are conducted to review quality control, preventative maintenance, and laboratory compliance with regulatory agencies.

### **Critical Value Notification**

All critical values will be validated prior to notification. Critical value results will be called to the ordering physician, or, in his/her absence, the nurse or responsible individual designated by the physician to obtain such results, or the referring laboratory contact number. Per laboratory procedure, documentation of critical value notification will be entered into the laboratory computer system and will include the following:

- Initials of notifying technologist
- Name and/or clock number
- Date and time of notification

Note: To comply with The Joint Committee (TJC) Patient Safety Standards, you will be required to repeat back all results to verify accuracy.

## **Guidelines for Acceptance of Laboratory Specimens and Repeat Testing**

OhioHealth Laboratory Services will make every effort to test specimens which will yield valuable diagnostic or therapeutic information.

In those instances where specimens are collected, handled, or labeled in such a manner that serious questions arise as to appropriateness for testing, a recollection may be requested.

OhioHealth Laboratory Services' pathologists and technologists have established protocols for determining acceptability of specimens for testing based on following guidelines.

- *Inappropriate Collection Container or Mishandling*— OhioHealth Laboratory Services' Test Catalog lists required collection containers and handling instructions for each test. If specimen is collected or handled in a different manner than that noted in Test Catalog, every effort will be made to test specimen, provided valid results can be obtained on specimen submitted. In those instances where testing would lead to erroneous results, a recollection will be requested.

- *Result Confirmation*—All testing at OhioHealth Laboratory Services is performed under strict quality control as developed by pathologists and technical staff and mandated by regulatory and certification agencies. Test results which appear inconsistent with any clinical or diagnostic information provided by physician are routinely repeated by laboratory personnel prior to release of test results. Occasionally, a physician may question results of an individual test result and, in this instance, OhioHealth Laboratory Services will repeat test on same specimen at no additional charge. Pathologist consultation relating test results to clinical information is also available. If insufficient specimen remains for repeat testing, specimen can be recollected and submitted for confirmatory testing at no charge.

### **Infectious Material**

The Centers for Disease Control (CDC) in its regulations of July 21, 1980, has listed organisms/diseases for which special packaging and labeling must be applied. Required special containers and packaging instructions can be obtained from us by using the "Request for Supplies" form or by ordering from the online Supply Catalog at [mayomedicallaboratories.com/customer-service/supplies/index.php](http://mayomedicallaboratories.com/customer-service/supplies/index.php). Shipping regulations require that infectious substances affecting humans be shipped in a special manner. See "Infectious Material." A copy of the regulations can be requested from the International Air Transport Association (IATA); they may be contacted by phone at 514-390-6770 or faxed at 514-874-9659.

### **Informed Consent Certification**

Submission of an order for any tests contained in this catalog constitutes certification to OhioHealth Laboratory Services by ordering physician that: (1) ordering physician has obtained "Informed Consent" of subject patient as required by any applicable state or federal laws with respect to each test ordered; and (2) ordering physician has obtained from subject patient authorization permitting OhioHealth Laboratory Services to report results of each test ordered directly to ordering physician.

### **Patient Identification Accuracy**

OhioHealth Laboratory Services must adhere to proper identification is specified by the College of American Pathologists (CAP) Laboratory General Checklist Commentary GEN 40700: "Specimens lacking proper identification or an accompanying requisition should not be accepted by laboratory." To be compliant, it is important that each specimen be properly labeled with same demographics that appear on paperwork. If a discrepancy has been identified upon specimen arrival at OhioHealth Laboratory Services, we will contact you to make you aware of discrepancy and cancel test order. Specimen can be returned upon client's request. Note: Blood Bank specimens will not be returned.

### **Radioactive Specimens**

Specimens from patients receiving radioactive tracers or material should be labeled as such. Specimens are not routinely tested at OhioHealth Laboratory Services for background radioactivity. Radioactivity may invalidate results of radioimmunoassay (RIA).

### **Reportable Disease**

OhioHealth Laboratory Services endeavors to comply with laboratory reporting requirements for each state health department regarding reportable diseases. We report by fax, form, or phone depending upon your individual state health department regulations. OhioHealth Laboratory Services reports to appropriate state health department based upon state listed in client address. We strive to cooperate with our clients so that we both comply with state regulations. If you need further information, please do not hesitate to contact OhioHealth Laboratory Services.

### **Specimen Rejection**

All tests are unique in their testing requirements. To avoid specimen rejection or delayed turnaround times, please check "Specimen required" for each test located in this test catalog. You will be notified of rejected or problem specimens upon receipt. Please review the following conditions prior to submitting a specimen to OhioHealth Laboratory Services:

- 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)

## **Supplies**

OhioHealth Laboratory Services provides collection, handling, and transportation supplies for specimens which will be tested by our laboratory. Convenient supply order forms and medical questionnaires that are required for some test interpretations are available from Client Services by fax or courier.

## **Test Result Call-Backs**

Results will be phoned to a client when requested from client (either on OhioHealth Laboratory Service's request form or from a phone call to OhioHealth Laboratory Services from client). According to The Joint Committee (TJC) standards, you will be asked to repeat all verbal results to verify accuracy.

## **Test Turnaround Time (TAT)**

This catalog lists the days on which test is set up as a guide to expected analytical turnaround times. Repeated tests take additional time. Delay in TAT with potential impact on patient care will be communicated by telephone, fax, or a memo from our customer service area.

## **Unlisted Tests**

New procedures are developed throughout the year; therefore, some tests are not listed in this catalog. For information about unlisted tests, call Client Services at 614-566-1LAB (1522) or on our toll free number 844-326-1LAB (1522).