

Policies – ThedaCare Laboratory

Billing

Client—Each month you will receive an itemized statement which will indicate the date of service, patient name, CPT code, test name, and test charge.

Patient—If you elect to have ThedaCare Laboratory bill your patients, the following information must be provided: patient's name, name and address of responsible party and relationship to patient, responsible party's employer, insurance company name and address, insurance group name or number and a valid ICD-10 alpha-numeric diagnosis code. Also, if there is a secondary insurance, please provide carrier name and address. A copy of all insurance cards is appreciated.

Direct patient billing will be at full price, not referral price. These charges will not be included on your monthly statements. Please advise your patients they will receive a bill for laboratory services from ThedaCare Laboratory.

Medicare/Medicaid—Direct billing must be applied to all patients covered under Medicare or Medicaid insurance. Please ensure that the appropriate Medicare/Medicaid insurance information is also provided.

Cancellation of Tests

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

Confidentiality of Protected Health Information

ThedaCare Laboratory represents to each of its clients that all activities by ThedaCare Laboratory personnel with respect to confidential patient information that is entrusted to us will be handled in a manner compliant with HIPAA regulations. Each client that qualifies as a covered entity is responsible for HIPAA compliance of their respective activities. ThedaCare Laboratory will cooperate with each client and work collaboratively toward the goal that all protected health information shared for the purpose of treatment, payment, or healthcare operations is used in a manner compliant with HIPAA.

It is the policy of ThedaCare Laboratory that patients who request their own results will be directed to their physician.

Specimen Labeling and Identification

Proper identification of patient specimens is not only critical for good patient care, quality, and safety reasons, it is also required by federal regulations (CLIA 493.1283). In order to comply with the current laboratory accreditation requirements, all specimens and accompanying paperwork must be labeled with a minimum of the patient's first name, last name, and date of birth. In addition, specimens for Blood Bank work (except prenatals from referral clients) must have a Blood Bank number.

Unlabeled specimens or those with a labeling discrepancy will be handled according to the ThedaCare Laboratory policy which states:

Retrievable specimens (those that can be recollected) will be discarded and the test cancelled. The patient care unit or provider office will be notified of the problem and the need to recollect the specimen.

Irretrievable specimens (those not easily reproduced such as cerebrospinal fluid [CSF] and tissues) may be returned to the caregiver to amend or add the proper specimen identification. The caregiver must sign the accompanying "Specimen Voucher" signifying that he/she accepts responsibility for the relabeling of the specimen. The "Specimen Voucher" must be returned to the laboratory with the specimen in order for testing to take place.

Specimen Retention and Repeat Testing

Most serum specimens are stored for 7 days. If the validity of a test result is requested, the test will be repeated at no charge. If specimens are lipemic, hemolyzed, or icteric, test results may be adversely affected; this information will be noted on the report. Specimen redraws may be requested.

Supplies

Mailing cartons, specimen vials, special specimen collection containers and kits, sterile vials, stool containers, and request forms are supplied without charge. Please see "Supply Order Form" in "Special Instructions," for a complete listing of supplies available.

Test Turnaround Time

This catalog lists the days on which the test is set up as a guide to expected turnaround times. Repeated tests take additional time. STAT results will be communicated appropriately and critical value results will be telephoned as soon as available. Other results are normally available within 24 hours.

Unacceptable Specimens

Occasionally a specimen cannot be analyzed due to improper collection or specimen degradation in transit. The lack of pertinent patient information or necessary ancillary specimens may prolong test turnaround time.

You will be notified of rejected or problem specimens upon receipt. To avoid specimen rejection, please use the following checklist.

Are the following conditions correct? Please check the individual test listings.

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