



**ALLINA MEDICAL LABORATORIES
APRIL, 2004
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ALLINA MEDICAL LABORATORIES UPDATE

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BILLING AND COMPLIANCE

❖ BILLING CONTACT SURVEY

When an order is submitted to Allina Medical Laboratories and the work is to be billed to the patient's insurance, it is necessary for the order to contain complete and accurate billing information, including: Patient's SSN, Patient's address and phone number, Medicare or Medicaid number, or Insurance Company Name along with the Policy, Group and Clinic Numbers, Policy Holder's SSN (if not the patient), Relationship of patient to insured and Diagnosis.

Providing all of the appropriate patient information with the original test order will avoid follow-up from our Billing Department.

In the October 2003 edition of the Update newsletter, AML introduced our new fax form for retrieval of missing billing information.

In order to expedite the completion and return of these forms, and to allow billing to occur in a timely manner, Allina Medical Laboratories would like to make certain that we have accurate billing contact information for each of our client offices. Communications from Allina Labs Billing Department will be addressed to this billing contact. A short survey has been included at the end of this newsletter. Please complete and return this survey at your earliest possible convenience.

❖ DRUG SCREEN CPT CODE CHANGES

In response to a compliance review, effective immediately AML is now coding out 80101 per drug category testing. There is no change in pricing due to this coding change.

The following tests are affected by this change:

Test Name	Test # /Code	Old CPT	New CPT
Drugs of Abuse Screen 1 (Urine)	2951/DAU	80100-90 and 82055-90	80101-90 X7 and 82055-90
Drug Screen 10 + Alcohol	4656/Q10	80101-90 and 82055-90	80101-90 X 10 and 82055-90
Drug Screen Serum	945/DSS	80100-90 and 82055-90	80101-90 X 5 and 82055-90
Drug Screen, Urine Comprehensive	2946/DSU	80100-90 and 82055-90	80101-90 X 7 and 82055-90

These changes have been made to the AML on-line Collection Manual. Please make the changes to your hard copy of the 2003 AML Collection Manual.

❖ REVISED BILLING CORRECTION FORM AVAILABLE

A new, more customer friendly billing correction form is now available.

Effective June 1st, 2004, all requests for billing corrections must be submitted to the Lab billing staff on this form. Request for corrections that are not on this form will be returned to your office.

The form is available electronically on our website at www.allina.com/medicallaboratories. It is located under the "Forms" link. You may enter your corrections directly into the form and save as a word document on your PC. A copy of the revised form has been included with this edition of the Update. When completed, this form can be emailed as an attachment to Allina Lab Billing at LabBilling@allina.com, or faxed to 612-775-9310.

CHEMISTRY

❖ H. PYLORI BREATH TEST NOW AVAILABLE

On Monday, May 3, 2004 Allina Medical Laboratories will begin performing the Meretek H. Pylori Breath test in-house. ***The H. Pylori Breath Test is not meant to be used as a screening test. This test should only be used to differentiate between current and past H. Pylori infection in patients with a positive H. Pylori serology test.*** Specimen requirements and test information are included below.

Test Name	H. Pylori Breath Test
Ultra Test #/Code	7188/HPB
CPT Code(s)	83014 (Drug Administration) 83013 (Analysis)
List Price	\$ 120.00
Days Performed	Monday – Friday
Turnaround Time	1 Day
Reference Range(s)	Expected result: Negative
Specimen Type	Breath specimen
Container	Order collection kit from AML Supplies
Processing	Follow instructions in kit
Transport	Room Temp, in box provided with kit
Special Instructions	Closely follow instructions provided with collection kit.

❖ FASTING GLUCOSE REFERENCE RANGE CHANGE

The American Diabetes Association has changed its suggested reference range for fasting glucose. Effective April 20th, 2004, Allina Medical Laboratory changed its reference range for Fasting Glucose to 65 - 100 mg/dl to match the recommendation of the ADA. The previous range was 65-110 mg/dl.

❖ NEW RANDOM GLUCOSE TEST AVAILABLE

Beginning May 3, 2004 Allina Medical Laboratories will offer a Random Glucose Test. Specimen requirements and test information are included below.

Test Name	Random Glucose
Ultra Test #/Code	7250/GLR

CPT Code(s)	82947
List Price	\$6.00
Days Performed	Monday - Sunday
Turnaround Time	1 Day
Reference Range(s)	65-140mg/dl
Specimen Type	1 ml serum
Container	Serum Separator Tube (SST)
Processing	Spin
Transport	Refrigerated
Special Instructions	Lithium Heparin PST Tubes are acceptable

❖ **PSA FREE AND TOTAL (PST) as ADD ON TEST**

In order to create a compliant, accurate bill and a clear report, AML cannot process a request for Free PSA alone to be added the original PSA, Screen order. To obtain the PSA free and %PSA free values using the original sample, please send an add-on request for (PST) PSA-Free and Total to AML.

NOTE: The PSA-Free and Total may be added on to an original specimen up to 5 days from the date of collection.

PSA, SCREEN PERFORMED AT AML

- If a provider requests a Free PSA test be added onto a PSA total, request an add on of a *Prostatic Specific Antigen (PSA) – Free and Total, Test Code 4765/PST*.
NOTE: *To be compliant, ADD ON Request must indicate PSA-Free and Total not Free PSA*
- A credit will be issued for the original PSA, screen, but the results will remain available in the LIS.
- The PSA, Free and Total will be run and result, and the provider will receive a report including a PSA Total, PSA Free, % Free PSA, and Probability of Cancer
- Final charge will be for (PST) PSA -Free and Total only

CUSTOMER SERVICE

❖ COLLECTION MANUAL UPDATE

The following changes were made after the printing of our AML 2003 Collection Manual. Updates have been made to the AML on-line Collection Manual – please note the changes in your copy of the Collection Manual:

Test Name: Mephobarbital

Test #/Code: 938/MBB

Page: M-2

CPT2: Remove

Special

Instructions: This test does not include Phenobarbital. Because Mephobarbital metabolizes rapidly to Phenobarbital, it is recommended to be ordered concurrently.

❖ DRUG/MEDICATION NAME REFERENCE

For your convenience, we have included a reference guide for generic and trade drug names of drugs and medications. The *generic name* of the drug/medication appears in **bold** font and the *trade* name of the drug/medication appears in normal font.

HOSPITAL PATHOLOGY ASSOCIATES, PA

❖ DERMATOPATHOLOGIST ANNOUNCEMENT

Allina Medical Laboratories' partner, Hospital Pathology Associates, PA (HPA), is pleased to announce the addition of two board certified dermatopathologists to their group.

Pamela A. Sakkinen, MD joined the HPA staff in March of 2004.

Dr. Sakkinen earned her medical degree from the University of Minnesota School of Medicine in 1994. She completed her pathology residency at the University of Vermont and a fellowship in dermatopathology at Stanford University. She is board certified in dermatopathology, anatomic pathology and clinical pathology by the American Board of Pathology and has special interests in alopecia and inflammatory dermatoses.

Robert W. Werling, MD joined the HPA staff in September of 2003. Dr Werling earned his medical degree from Dartmouth Medical School in 1996. He completed his pathology residency at the University of Washington and fellowships in diagnostic immunohistochemistry at PhenoPath Laboratories in Seattle and in dermatopathology at the Ohio State University. He is board certified in dermatopathology, anatomic pathology and clinical pathology by the American Board of Pathology and has special interests in melanocytic neoplasia, clinicopathologic diagnosis of inflammatory dermatoses, immunofluorescence dermatopathology, and diagnostic applications of immunohistochemistry and in situ hybridization.

❖ FAX NUMBER VERIFICATION

If you receive your routine reports by fax, Allina Medical Laboratories will soon be sending you a test fax to assure HIPAA compliance and verify the accuracy of the fax numbers where AML laboratory reports are being sent. When you receive the fax, please take the time to verify that you are the correct recipient and that this is correct number for your reports. Fax your response to the number provided on the form.

MICROBIOLOGY

❖ ANTIMICROBIAL PANEL UPDATE

The Allina Infectious Disease Task Force has revised the routine antimicrobial panels for susceptibility testing to conform with current therapy guidelines and the hospital formularies. This task force is composed of infectious disease physicians and microbiology and pharmacy representatives from Abbott Northwestern, Mercy, United, and Unity Hospitals. The routine panels will be effective in April 2004.

For your convenience, a chart outlining AML Antimicrobial Panels for Susceptibility Testing has been included at the end of this newsletter.

SUPPLIES

❖ SUPPLY ORDER STATUS

Turn-around-time for supply orders placed with Allina Medical Laboratories is 3-5 *business days*. Please allow enough lead-time when requesting supplies so you do not run short. If you have not received your order within 3-5 business days, please follow the guidelines included below:

- If you placed the order on line, please check the status of the order to see if it has been filled. If the items are indicated as filled, the order has been given to the courier for delivery. If the order has not been filled, please contact Customer Service at 612-863-4678, Option 1.
- If you placed your order via fax or telephone call and have not received your order, please call Customer Service at 612-863-4678, Option 1 to check on the status of your order

Whether your order was placed on-line or by another method, if you have not received your order, unless instructed by AML staff, please *do not* place another order, as this causes inaccuracies in the supply volumes.

❖ M4 MEDIA

Allina Medical Laboratories offers several types of M4 Media:

- **Viral Medium M4 - RT Red Label**
 - Appropriate for all viral cultures with the EXCEPTION of Mycoplasma and Ureaplasma
- **Viral Medium M4 (Refrigerated) Blue Cap**
 - Suitable for all viral cultures, but MUST be used for Mycoplasma and Ureaplasma
- **Chlamydia/GC PCR Female**
 - Packaged with swabs appropriate for female Chlamydia /GC PCR specimen collection
- **Chlamydia/GC PCR Male**
 - Female kit packaged with swabs appropriate for male Chlamydia/GC PCR specimen collection

It is important that the correct media be used for the test for several reasons.

Many tests require specific types of swabs be used for the specific tests. Swabs appropriate for viral culture specimen collection accompany the two viral Medium M4 mediums listed above. The Chlamydia/GC PCR media are packaged in kits containing swabs appropriate for the collection of specimens for PCR testing. If the correct swab type is not used for specimen collection, testing may not be able to be completed.

Compliance mandates that the laboratory performing the testing supplies the media and swabs necessary for specimen collection. Viral cultures received at AML are forwarded to Viromed Laboratories. Viromed supplies AML with Viral Medium M4 (red label and blue cap). Chlamydia/GC PCR testing is performed by AML and thus AML must supply the Chlamydia/GC PCR Male and Female kits.

Please be sure to order and use the correct type of M4 media for the specimens/tests that you will be collecting.

WEB SITE

❖ WEB SITE REDESIGNED

We are excited to announce that the Allina Medical Laboratories web site has been redesigned to include more helpful information for our clients!

To see these changes, go to www.allina.com/medicallaboratories.

In the Navigation Bar of our new site, you will now find

- *AML Collection Manual*
- *Supply Catalog*
- *Medical Necessity*
 - The Medical Necessity information includes current CMS (Medicare) NCD (National Coverage Determinations) Release Manual and the LMRP (Local coverage policies from Noridian)
- *Forms*
 - Click to access to a wide variety of AML forms such as Billing Correction (available as electronic or PDF), AFP Form, Morphology Form, Patient Instruction letters and many more.
- *Specialized Services*
 - *Hospital Pathology Associates*
- *Contact us*
 - Send your non-urgent messages to customer service and avoid a phone call!

In the main body of the page there are links to

- *"Hot Topics"* (current and archived),
- *Update Newsletter* (current and archived back to May of 2003)
- *Key Links*
 - MN Department of Health (Home Page and Reportable Diseases).
 - MSDS Database
 - Lab Tests On Line
 - WI Department of Health (Home Page and Reportable Diseases)

We are very interested in making sure this site meets your needs. Please use the Contact Us link to send us your comments and recommendations on how we can improve this site!

HELP US HELP YOU

❖ MONTHLY PROBLEM REPORT REVIEW

In an effort to serve you better, we would like to work with you to help us provide faster turn around times, correct testing and fewer re-draws/re-collections.

AML performs a monthly review of all problems occurrences. During the month of March 2004, the areas that saw the most problem occurrences were:

Missing information or forms Includes missing AFP/Triple Screen, Morphology, Lead forms as well as 24-hour urine total Volumes	138
Incorrect or Unsatisfactory specimen received	62
Wrong tests ordered Microbiology (43) Other (20)	63
No Specimen received Client has specimen-will send (45)	147
Specimen received-no orders Client faxed orders (31)	58

In response to this review, several things are occurring:

- ❖ Copies of all forms required to accompany specimens are now available online for your convenience. Please remember that in order to complete testing and provide meaningful results, information included on the completed forms is required for AFP Triple Screen, Lead and Morphology tests, among others. Including this information with the specimen and requisition will help us get these test results to you faster.
- ❖ Many of the incorrectly ordered tests are tests ordered as MSO (Miscellaneous SendOut) when an orderable test is available. Please check your online collection manual for orderable test information. AML is monitoring the number of MSO tests ordered and is updating our list of orderable tests and will be keeping you informed also.
- ❖ AML is in the process of developing a list of microbiology tests and specimen requirements that will be put on cards for a quick reference. The cards will also have a supply collection container section that will be in color.
- ❖ AML requires that you always send the specimen and requisition together when submitting specimens for testing. Specimens and requisitions that arrive separately significantly delay processing and testing of specimens and will result in a delayed turn-a-round time for you and your patient.

THANK YOU FOR CHOOSING ALLINA MEDICAL LABORATORIES! WE VALUE YOUR BUSINESS!

www.allina.com/medicallaboratories



TO: All Allina Medical Laboratories Clients
FROM: Allina Lab Billing
DATE: April 23, 2004
RE: ***Billing Contact Information***

Please complete the following information and return this survey via fax to:
Jennifer Huebner at 612-863-3089. Thank you!

Clinic Name: _____

Clinic Address: _____

Billing Contact Name: _____

Title: _____

Address (if different from clinic address): _____

Phone Number: _____

Fax Number: _____

Email Address: _____

Thank you for your time!