

Welcome to Allina Medical Laboratories

Thank you for selecting Allina Medical Laboratories as your Reference Laboratory. It is our pleasure to join you in your effort to offer the best quality care possible for your patients.

Allina Medical Laboratories provides personal, quality laboratory services to hospitals, clinics and home care facilities. Our combined staff of more than 600 laboratory professionals, in partnership with Hospital Pathology Associates, PA, offers a comprehensive menu of laboratory services to support your diagnostic needs twenty-four hours a day, seven days a week. The integrated structure of Allina Medical Laboratories focuses on customer service, quality, and regulatory compliance and provides outstanding support throughout the continuum of care - from the primary provider to outpatient services to hospital admission and homecare.

As directors for Allina Medical Laboratories, we are available and happy to respond to any questions, comments, or needs you may have. You are the priority at Allina Medical Laboratories. Thank you for allowing us to serve you.

Sincerely,



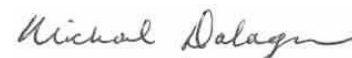
Jim Santucci, MBA, CLS (ASCP)
Vice President



Yap-Yee (Chris) Chong, MD, MBA
Medical Director



Troy McCulloch, BS, MBA(c)
Finance Director



Mike Dalager, MBA, MT (ASCP)
Operations Director



Faith Whitcraft
Director of Quality and Accreditation



Bonita Paetznick, BS, MT (ASCP)
Reference Laboratory Director

ACCOUNT REPRESENTATIVES

A designated Account Representative is responsible for the design of a reference laboratory program to fit your needs. This Account Representative also provides updates on methodologies, new test offerings and additional available services. The entire staff at Allina Medical Laboratories is responsible for your customer satisfaction.

ALTERNATE COLLECTION CENTERS

For the convenience of your patients, specimens may be collected by or delivered to the laboratories at the following sites. Patients should bring an Allina Medical Laboratories request form, completely filled out, from your office or clinic. Diagnostic coding or verbiage is required for all testing that is to be billed to the patient's insurance.

For directions to these collection centers, either click on the link or type the URL into your internet address bar.

Abbott Northwestern Center for Outpatient Care

8100 W 78th Street, Suite 110-Lab

Edina, MN 55439

952-914-8046

M-F 8 a.m. – 5 p.m.

www.abbottnorthwestern.com/ahs/outpatient.nsf/page/directions

Abbott Northwestern Hospital

800 East 28th Street

Minneapolis, MN 55407

612-863-4467

M-F 6 a.m. – 6 p.m.

Sat 7 a.m.-3 p.m.

www.abbottnorthwestern.com/ahs/anw.nsf/page/maps

Abbott Northwestern Hospital Medical Office Bldg Patient Service Center

2545 Chicago Avenue South, Suite 209

Minneapolis, MN 55407

612-863-3312

M-Th 8 a.m. -4:30 p.m.

[www.abbottnorthwestern.com/ahs/anw.nsf/page/Getting_to_MOB06292005.pdf/\\$FILE/Getting_to_MOB06292005.pdf](http://www.abbottnorthwestern.com/ahs/anw.nsf/page/Getting_to_MOB06292005.pdf/$FILE/Getting_to_MOB06292005.pdf)

Abbott Northwestern Specialty Care Center

Allina Medical Laboratories - Sartell

2000 Abbott Northwestern Court, Suite 200

Sartell, MN 56377

320-534-2354

M-F 7:30 a.m.-12:15 p.m. & 1:15 p.m. -5 p.m.

www.abbottnorthwestern.com/ahs/stcloud.nsf/page/map

Mercy Health Care Building Patient Service Center

3960 Coon Rapids Boulevard

Suite 202

Coon Rapids, MN 55433

763-236-6800

M-F 7 a.m. – 5 p.m.

(This building is located next to Mercy Hospital. Follow the directions to Mercy and turn left into the parking lot of the Mercy Health Care Building.)

<http://www.mercyunity.com/ahs/mercyunity.nsf/page/maps>

Mercy Hospital

4050 Coon Rapids Boulevard

Coon Rapids, MN 55423

763-236-8158

M-F 6 a.m. – 6 p.m.

Sat 7 a.m. – 3 p.m.

www.mercyunity.com/ahs/mercyunity.nsf/page/maps

United Hospital

333 North Smith Avenue

St. Paul, MN 55102

651-241-8736

M-F 6 a.m. – 6 p.m.

Sat 7 a.m. – 3 p.m.

www.unitedhospital.com/ahs/united.nsf/page/directions_parking

Unity Hospital

500 Osborne Road

Fridley, MN 55432

763-236-4800

M-F 6 a.m. – 6 p.m.

Sat 7 a.m. – 3 p.m.

www.mercyunity.com/ahs/mercyunity.nsf/page/maps

CANCELLATION OF TESTING

Requests to cancel tests and credit your account that are received before the test is run will be honored. Requests for cancellation and credit that are received after the test is run cannot be honored.

COMPLIANCE

ADVANCED BENEFICIARY NOTICE (ABN)

- Advanced Beneficiary Notices advise beneficiaries, before items or services actually are furnished, when Medicare is likely to deny payment form them.
- If testing does not come under Medicare guidelines for payment, a signed Advanced Beneficiary Notice must be included.

Refer to the Billing Section of this directory for further information on Advanced Beneficiary Notices (ABN's)

HIPAA

- It is Allina Medical Laboratories' policy to comply fully and consistently with all applicable laws and regulations relating to the privacy of health information. Policies and procedures have been developed and implemented to assure that all Patient Health Information is handled in an appropriate, secure manner consistent with the Health Insurance Portability and Accountability Act (HIPAA) effective April 14, 2003.

MEDICAL NECESSITY STATEMENT

- Tests ordered on Medicare patients must follow CMS rules regarding medical necessity and FDA approval guidelines, and must include diagnosis, symptom or reason for testing as indicated in the medical record. If testing does not come under Medicare guidelines for payment, a "signed" Advanced Beneficiary Notice must be included. Clinical consultation regarding test ordering is provided at 612-863-4678.

MEDICARE SECONDARY PAYER (MSP)

- Medicare Secondary Payer (MSP) refers to situations where the Medicare program does not have primary responsibility for paying a beneficiary's medical expenses. The Medicare beneficiary may be entitled to other coverage, which should pay before Medicare. When requesting Allina Medical Laboratories to bill any government payer it is essential that the patient's MSP status has been verified with the beneficiary or representative and complete billing information for both primary and secondary coverage provided.

ORGAN OR DISEASE RELATED PANELS

Organ or disease related panels will only be submitted to government payers when all components are medically necessary.

OVERLAPPING TESTS

It is the providers' responsibility to assure that duplicate tests are not ordered either by overlapping panels (Example Basic Panel and Renal Panel) or by individual tests and panel orders (Example Electrolyte Panel and Potassium).

CUSTOMER SERVICE

Phone: 612-863-4678 or 1-800-281-4379

Press 1 for Customer Service
Press 2 for Lab Billing

Monday through Friday 6 a.m. – midnight.
Saturday 7:30 a.m. – 7 p.m.
Sunday 10:30 a.m. – 7 p.m.

Clients are encouraged to call with questions. Phones will be answered by hospital staff outside of these hours for courier requests and results inquiries.

QUALITY ASSURANCE

Our Quality Assurance Program monitors all testing at Allina Medical Laboratories. Review of this program and all laboratory services is under the direction of Faith Whitcraft, Interim Vice President and Dr. Chris Chong, Medical Director.

Our Quality Assurance Program monitors two general categories of activity - Quality of Service and Quality of Analytical Results.

QUALITY OF SERVICE

Quality of service includes specimen handling, data processing, reporting of results, test turnaround time and delivery of samples, supplies and information to the client.

QUALITY OF ANALYTICAL RESULTS

Daily operations of each specialty are under the supervision of a Technical Consultant. Quality of results is ensured through the use of internal and external quality control programs and is supported by the voluntary accreditation of the laboratory by the College of American Pathologists and the American Association of Blood Banks.

QUALITY CONTROL SAMPLES

Split patient sampling for quality control of your in-house laboratory tests is available for a fee. Please contact your Account Representative for ordering and price information.

REFERRAL LAB SERVICES

Referral laboratories will be selected by Allina Medical Laboratories and tests that cannot be performed by AML will be sent exclusively to these laboratories. Request refer testing to alternate labs will not be honored.

TESTING

REFLEX TESTING

Reflex tests have a defined reflex test protocol. That is, based on the ordered test results, additional testing if required will be performed, reported, and billed as an extra charge. These additional tests are necessary to complete the diagnostic information needed for patient treatment. Notification by the provider is necessary if reflex testing is **NOT** desired. Please refer to the Reflex Test tab for a complete listing. This listing is updated annually and distributed in the annual compliance communication packet.

REPEAT TESTING

If a provider questions validity of a test result, the test will be repeated at no extra charge. Please contact Customer Service at 612-863-4678, Option 1, as soon as possible to request a repeat test.

SPECIMEN RETENTION

There are limitations on the length of time an individual sample will be held.

- Most chemistry specimens are retained for 7 days from the date of collection.
 - Bilirubin, Direct is stable for 3 days.
 - Bilirubin, Total is stable for 5 days.
 - Carbamazepine is stable for 5 days.
 - Carbon Dioxide is stable for 4 days.
 - Ethanol is stable for 5 days.
 - Progesterone is stable for 5 days.
 - PSA is stable for 5 days
 - Vancomycin (random, trough, or peak) is stable for 2 days.
- Hematology specimens are retained for 24 hours.
- Coagulation specimens are retained for 24 hours, if unopened and unspun.
- Other sample retention times vary.

Allina Medical Laboratories will not repeat a test on a specimen that has exceeded its useful life.

STAT TESTING

STAT testing is available 24 hours per day. At this time, there are no additional fees for performing tests with a stat priority. Estimated STAT turnaround time is approximately one hour from receipt at AML. You must indicate on the testing requisition if you need the results called.

For information regarding stat courier pickups, please refer to the Specimen Transport information in the Collection and Handling section of our Directory of Services. Contact Customer Service or your Account Representative if you have questions.

TURNAROUND TIMES

Most routine testing is performed on a daily basis and results are reported in 24 hours or less. Less common tests, and tests which are referred on to a reference laboratory will have longer turnaround times.

WEBSITE

Our website can be accessed at www.allina.com/medicallaboratories. We have an online Collection Manual to provide you with up to date specimen collection information, as well as an online Supply Order Catalog, giving you the opportunity to place your supply orders electronically. Items available on our website include:

- Home Page
 - Link to HPA
 - Hot Topics
 - Collection Manual Changes
 - AML Update Newsletters
 - Link to AML Billing Home Page
 - Links to Featured Services (Andrology, Cytogenetics, and Cytology)
 - Continuing Education Offerings
- Collection Manual
 - Alpha Index
 - Specimen Collection Instructions
 - Reference Guides
 - Collection Manual Changes
 - Specimen Labeling and Rejection
- Supply Catalog
- Medical Necessity Policies
 - Medicare National Coverage Coding Policy Manual and Change Report
 - Noridian (local) Coverage Policies
- Forms – multiple forms available for clients to print
- Accreditation Documents
- Directory of Services – General & Department Specific Information, Reference Range Listings
- Contact Us

Personnel – Consultation, Medical

<u>Department Lead</u>	<u>Pager No.</u>	<u>Telephone No.</u>	<u>Email Address</u>
Medical Director Yap-Yee (Chris) Chong, MD, MBA	612-654-4234	612-262-5013	chris.chong@allina.com
Anatomic Pathology Joe Goswitz, MD	612-539-8116	763-236-8195	joseph.goswitz@allina.com
Andrology Jorge A. Ferreiro, MD	612-654-4260	651-241-8779	jorge.ferreiro@allina.com
Clinical Chemistry Jorge A. Ferreiro, MD	612-654-4260	651-241-8779	jorge.ferreiro@allina.com
Coagulation Yap-Yee (Chris) Chong, MD, MBA	612-654-4234	612-262-5013	chris.chong@allina.com
Cytogenetics Rodney Higgins, PhD John Reinartz, MD	612-654-0880 612-740-2765	612-863-3481 651-241-8793	rodney.higgins@allina.com john.reinartz@allina.com
Cytology Jack Shelton, MD	612-654-3211	612-863-7537	Jack.shelton@allina.com
Flow Cytometry Stanley McCormick, MD	612-580-9906	651-241-8795	stan.mccormick@allina.com
General Hematology Kevin Stieglbauer, MD	612-530-3091	763-236-8194	kevin.stieglbauer@allina.com
Immunoperoxidase Tamara Lillemoe, MD	612-654-3257	612-863-4540	tamara.lillemoe@allina.com
Lab Information Systems Gary Copland, MD	612-654-9317	763-236-4844	gary.copland@allina.com
Microbiology James C. Strom, MD	612-654-3260	612-863-4636	james.strom@allina.com
SendOuts James C. Strom, MD	612-654-3260	612-863-4636	james.strom@allina.com
Special Hematology & Molecular Diagnostics John Reinartz, MD	612-740-2765	651-241-8793	john.reinartz@allina.com
Transfusion Services John W. Jones, MD	612-654-1892	612-863-4556	john.jones@allina.com

Personnel – Consultation, Technical

<u>Department</u>	<u>Pager No.</u>	<u>Telephone No.</u>	<u>Email Address</u>
Andrology Cindy Thorp, MT (ASCP)		612-863-4179	cynthia.thorp@allina.com
Chemistry and Immunology Tom Massmann, MT (ASCP)	612-654-4324	612-262-5061	tom.massmann@allina.com
Cytogenetics Bill Wyatt, CLSp (CG)	612-654-0130	612-262-5058	bill.wyatt@allina.com
Cytology Linda Wennerstrom, CT (ASCP)	612-654-1930	612-863-3171	linda.wennerstrom@allina.com
Health and Safety Officer Tim Johnson, CT/SLS (ASCP)	612-654-3261	612-262-5016	timothy.johnson@allina.com
Hematology, Coagulation, and Urinalysis Shirley McCluhan, MT (ASCP)	612-654-3203	612-262-5060	shirley.mccluhan@allina.com
Histology Jackie Fleming, HT (ASCP)	612-654-2135	651-241-8077	jackie.fleming@allina.com
Microbiology Jo-Ellen Abraham, MS, MT (ASCP)	612-654-3141	612-863-8396	joellen.abraham@allina.com
Molecular Pathology John Mendiola, PhD	612-654-7709	612-863-7172	john.mendiola@allina.com
SendOuts Kathy Lambert, MT (ASCP)	612-654-3162	612-262-5059	kathy.lambert@allina.com
Transfusion Services Marisa Peterson, MT (ASCP) SBB	612-654-4207	612-262-5057	marisa.peterson@allina.com

Personnel – Reference Laboratory

	<u>Telephone No.</u>	<u>Email Address</u>
Vice President		
Jim Santucci, MBA, CLS (ASCP)	612-262-5012	james.santucci@allina.com
Medical Director		
Yap-Yee (Chris) Chong, MD, MBA	612-262-5013	chris.chong@allina.com
Finance Director		
Troy McCulloch, BS, MBA(c)	612-262-5014	troy.mcculloch@allina.com
Operations Director		
Mike Dalager, MBA, MT (ASCP)	612-262-5054	mike.dalager@allina.com
Quality and Accreditation Director		
Faith Whitcraft	612-262-5066	faith.whitcraft@allina.com
Reference Laboratory Director		
Bonita Paetznick, BS, MT (ASCP)	612-262-5055	bonita.paetznick@allina.com
Account Representative		
Lisa R. Johnson, MLT (ASCP)	612-262-5068 612-654-8027 (pager)	lisa.r.johnson@allina.com
Account Representative		
Shelly Madson, MT (ASCP)	763-236-4850 612-527-0608 (pager)	michele.madson@allina.com
Account Representative		
Mary Jo Theis, MLT (ASCP)	651-241-8347 612-899-2281 (pager)	maryjo.theis@allina.com
Account Representative		
Kay Zemlicka, MLT (ASCP)	612-262-5067 612-654-0148 (pager)	kay.zemlicka@allina.com
Account Representative		
Judy Ziegeweid, MT (ASCP)	763-236-6805 612-654-4414 (pager)	judy.ziegeweid@allina.com
Billing Manager		
Jodi Hassing, MBA, MT (ASCP)	612-262-5070 612-654-0227 (pager)	jodi.hassing@allina.com
Compliance Analyst		
Amy Westphal	612-262-5052	amy.westphal@allina.com
Compliance Manager		
Patricia Wolfson, MT (ASCP)	612-262-5051	patricia.wolfson@allina.com
Reference Lab Operations Manager		
Denise Cloos, MT (ASCP)	612-863-8898	denise.cloos@allina.com

Accreditations / Licenses

American Association of Blood Banks

Abbott Northwestern Hospital	No. 006291
Mercy Hospital	No. 006340
United Hospital	No. 030807
Unity Hospital	No. 006339

Clinical Laboratory Improvement Amendment (CLIA)*

Abbott Northwestern Hospital	No. 24D0401558
Mercy Hospital	No. 24D0402969
United Hospital	No. 24D0398965
Unity Hospital	No. 24D0402896

College of American Pathologists (CAP)*

Abbott Northwestern Hospital	No. 18026-01
Mercy Hospital	No. 18051-01
United Hospital	No. 17976-01
Unity Hospital	No. 18050-01

Federal Identification Number

Allina Medical Laboratories	No. 36-3261413
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Medicaid

Abbott Northwestern Hospital	No. 137745100
Mercy Hospital	No. 694245800
United Hospital	No. 281747100
Unity Hospital	No. 624345200

Medicare

Abbott Northwestern Hospital	No. 24-0057
Mercy Hospital	No. 24-0115
United Hospital	No. 24-0038
Unity Hospital	No. 24-0132

Minnesota State Licenses

Abbott Northwestern Hospital	No. 9708
Mercy Hospital	No. 26318
United Hospital	No. 26746
Unity Hospital	No. 26311

Minnesota State Tax Number

Allina Medical Laboratories	No. 495-2260
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Nuclear Regulatory Commission

Abbott Northwestern Hospital	No. 22-04588-01
Mercy Hospital	No. 22-12614-01
Unity Hospital	No. 22-01914-01

**Copies of current CAP and CLIA documents can be found on our web site at:
www.allina.com/medicallaboratories.*