

# *Policies/Services*

## **Billing**

Alomere Health Hospital Laboratory operates on a monthly billing cycle. Federal regulations require that hospitals bill directly for Medicare, Medicaid, and accept assignment of benefits. Please include the following information: patient's name, address, date of birth, sex, Social Security number, diagnosis code, Medicare/Medicaid number, and physician's name.

If Alomere Health Laboratory is to bill an insurance company, please provide insurance name, policy number, patient's address, policy number, Social Security number, and the diagnosis code. Providing this information will avoid additional correspondence to your office at some later date.

All tests, not otherwise specified, will be billed to your facility.

Each month you will receive an itemized statement which includes patient's name, test name, date of service, CPT code(s), and test fee(s). All fees should be paid within 30 days to avoid late fees.

## **Comparison Studies**

Alomere Health Laboratory will perform comparison studies at our current client rate with prior approval. Submit all specimens at once, identified by number (not patient name), accompanied by one Alomere Health Hospital test requisition stating "For Comparison." Epic clients can order tests on the Generic Submitter (No Chart/No Charge) and send specimens and requested testing on a packing list to Alomere Health Laboratory Services. Please call 320-762-6161 to alert our team that comparison samples are being sent from your facility.

Alternatively (preferred), call ahead and arrange for Alomere Health Laboratory to save specimens to send comparison testing to your facility at no charge. Maximum of 20 samples per analyte. Limitations do apply – please reach out to our Client Service Representative or Laboratory Director for more information.

## **Confidentiality of Results**

Alomere Health Laboratory is committed to maintaining the confidentiality of patient information. All activities by Alomere Health Lab personnel with respect to protected healthcare information will be handled in a manner compliant with the Health Insurance Portability and Accountability Act (HIPAA).

## **Courier Service**

Alomere Health provides courier service on a daily basis Monday through Friday. (No courier services are available on holidays. Notices will be sent prior to these dates.) The courier has the capability of keeping specimens in a refrigerated or frozen state as required for optimal specimen integrity. A fee will be charged for use of the Alomere Health courier to deliver items other than to Alomere Health Lab.

## **Patient Identification Accuracy**

Proper specimen identification is of utmost importance for good patient care. Regulations state that specimens lacking proper identification should not be accepted. Two identifiers are required on the specimen: patient name and second unique identifier (e.g. medical record number or date of birth). Alomere Health Lab will not process unlabeled specimens. Upon receipt of an unlabeled specimen, Alomere Health Lab will notify your facility via the [Specimen Discrepancy Notice](#), and the specimen will be discarded. Exceptions include irretrievable specimens such as body fluids, surgical specimens, cord bloods, timed tests, and difficult to collect specimens.

It is important that each specimen be properly labeled with the same demographic information on the specimen as on the requisition. Improperly labeled specimens will be returned upon request, accompanied by the Specimen Discrepancy Notice. This form is used for improperly labeled and incorrect specimens.

## **Reference Laboratory**

Mayo Clinic Laboratories is the primary reference lab Alomere Health Laboratory uses for those assays not performed in-house and for pathology consult services.

## **Supplies**

Alomere Health Lab provides its clients with specimen collection and transportation items at no charge for those specimens sent to Alomere Health Lab. These include cytology specimen supplies, stool collection containers, request slips, serum tubes, specialized transport medias, and transport bags.

Other items may also be ordered for a fee. These include, but are not limited to: microbiology media and butterfly needles.

To order supplies, fill out a [Supply Request Form](#) or fax your order. Supplies will be delivered via courier

## **Test Cancellations/Add-Ons/Verbal Orders**

Cancellation requests 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 and testing fees will be charged accordingly.

When tests are added on verbally or performed if indicated, a [Verbal Order Authorization](#) form will be faxed to your facility. The indicated test(s) are listed with CPT code(s) and fee(s). Authorized personnel at your facility must then sign and date the form and return it by fax to Alomere Health Lab.

## **Test Turnaround Time**

This catalog lists the days on which the test is set up as a guide to expected turnaround times. Results of tests requested ASAP or STAT will be faxed, telephoned or electronically transmitted to your facility, in a timely manner, the same day the test is completed. Repeated tests take additional time. Interfaced reports are transmitted as soon as they are verified.

## **Unacceptable Specimens**

Some specimens cannot be analyzed because of improper collection or degradation in transit. Other specimens may have prolonged turnaround times because of lack of necessary ancillary specimens or patient information.

You will be notified of rejected or problem specimens upon receipt. To avoid rejection, use the following checklist to ensure specimen conditions are correct:

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

**Note:** Send separate specimens if varying transport temperatures or if specimens are going to separate laboratories (ie, Mayo, Alomere Health Lab).