

## **OUTREACH CLIENT INFORMATION**

### **Outreach Client Pricing Guidelines**

- If the outreach client chooses to be billed by Aspen Valley Hospital (AVH) for non-Medicare/Medicaid laboratory services, they must have an AVH client account established by the hospital's Billing Department.
- If the outreach client chooses to have the laboratory bill the patient and/or their insurance, they must complete Section 2 of the "Referred Laboratory Testing Order Form."

—NOTE: The laboratory will not accept patient specimens drawn at a physician office which must be billed to Medicare. All Medicare patients must be scheduled as an Outpatient through the AVH Diagnostic Scheduling Department at 970-544-1392.

—If the laboratory does not receive complete insurance billing information, they will contact the office by phone requesting the missing data. Specimens will be held for 24 hours after receipt at the laboratory. If the Laboratory does not receive the needed insurance information within that time, specimens will be discarded.

In order to be charged the reduced "Client" pricing by the AVH Laboratory, the following conditions must be met:

- The outreach client must have an AVH Client account established in the hospital's computer system.
- Specimens for laboratory testing must be drawn or collected at the office. If a patient is sent to the AVH Laboratory to be drawn, the patient must register at Admissions for insurance billing. The patient will be billed the outpatient laboratory test charge. Under no circumstances, will the laboratory collect specimens on a patient at the main laboratory and bill the physician office for client pricing.
- All laboratory testing will be billed to the office/Client; they, in turn, will be responsible for billing their patient's insurance. Under no circumstances will the laboratory bill a patient's insurance using the client pricing.
  - The CPT codes provided to the outreach clients on the AVH Laboratory price listing are for informational purposes only. CPT coding for insurance billing is the sole responsibility of the billing party.
- All test orders must come to the laboratory on the "Referred Laboratory Testing Order Form."
  - All information on the top portion of the form must be filled out completely.
  - The most commonly-ordered tests are listed in alphabetical order.
  - If a test is not listed, it should be written in under "Other Tests."

### **Additional Outreach Information**

- For convenience, an Outreach Program manual has been provided to each outreach client office containing the following information:
  - Test profiles and panels which can be ordered.
  - Pricing/CPT list

**Note:** We attempt to update this list at the beginning of each calendar year when changes are made by the American Medical Association in CPT coding. If new testing is added at the laboratory during the year, the client may receive additional updated lists.

—AVH Laboratory "Outreach Test Request Form."

— “Mayo Additional Test Information” form which is required by Mayo for certain tests.

—AVH “HIV Consent Form” – this form should be retained on the patient chart in the office. Do not send this to the AVH Laboratory.

—“Outreach Supplies Order Form” (to be filled out & faxed to the laboratory when additional drawing supplies are needed).

—A summary list of specimen requirements for tests performed at the AVH Laboratory. In some cases, multiple specimen types are acceptable as noted.

—A copy of the AVH Handbook of Microbiology Specimen Collection and Handling.

- Mayo Medical Laboratories (MML) is the primary reference laboratory used by AVH. In conjunction with MML, AVH Laboratory has an online test catalog which shows all tests performed at the AVH Laboratory as well as MML. This online catalog is not password-protected and can be viewed by anyone with internet access. The link to this site:

<http://avh.testcatalog.org/>

—Please consult the AVH-Mayo Test Catalog for specimen requirements for tests.

—The AVH-Mayo Test Catalog also lists the appropriate CPT codes for each test.

—**No test pricing is shown in the online catalog** – please consult the “AVH Lab Client Pricing List” furnished to each Client at the beginning of the year for test charges. If a Mayo test is not listed on the “Pricing/CPT List,” please contact the AVH Laboratory to obtain client pricing for that test.

—It would be helpful if you write the Mayo Test code (shown above the test name in the catalog) as well as the complete Mayo test name when ordering less-common tests to ensure that the laboratory staff orders the correct test in our Meditech system.

- The Laboratory will furnish supplies only used for drawing blood or obtaining specimens for testing at our facility or Mayo Medical Laboratories. We do not supply alcohol swabs, BAND-AID®, gauze, syringes, butterfly needles, or SHARPS® containers. The supplies which we will furnish to you are limited to those on the “Supplies Order Form.” Please do not write-in additional supplies.

- All test results (including those performed at MML) will be automatically faxed to the outreach client office the day following completion of the testing (Monday through Friday, major holidays excluded). Alternatively, AVH is a member of the Quality Health Network (QHN); all lab results are transmitted into QHN when verified, and are available for viewing by those physicians who are also members of QHN.

—Note that any testing performed by a laboratory *other than* AVH Laboratory or Mayo Medical Laboratories will not be available for viewing in Meditech (i.e. Valley View Hospital Laboratory, TriCore for genetic testing, Conceptions Lab for Sperm Morphology, etc). These test results are faxed or mailed to the AVH Laboratory when completed by the other reference laboratory, and will be scanned into Galactica for viewing. A notification will be sent to your office as a report, notifying you of the availability of these results in Galactica.

—Most test results are faxed early in the morning so Outreach Clients will have them available as soon as their office is open. Contact the LAB Clinical Systems Analyst in I.T. for further information at 970-544-1514.

—Problems receiving your daily laboratory result faxes will be handled by the AVH Laboratory immediately once we are notified. If the office fax machine was out of paper, inform the laboratory of that fact. We will resend the original transmission. If the office fax machine appears to be working, inform the

laboratory so we can troubleshoot any problems with our Meditech system or fax server.

- A client bill for all Outreach testing performed for each Outreach Client will be generated monthly by the AVH Billing Department. The Laboratory Director should be contacted if a client has any questions concerning individual patient test charges on their client bill at 970-544-1445.