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Public Health Laboratory Billing Changes Update

Please disseminate to appropriate staff in your organization.

February 19, 2015

Dear Oregon State Public Health Laboratory Client,

Over the past six months, the OSPHL has been working to enhance our billing capacity. This letter is an update about this project and provides detailed information about the invoices you will receive.

Our new billing vendor, Public Consulting Group, Inc. (PCG), has completed building all necessary billing rules and is processing invoices for December 2014 and January 2015 dates of service. Invoices will be mailed within one week. You will make payments to PCG. If you need a copy of their W-9 form, it is attached to the e-mail accompanying this letter.

What you **won't** see on your invoice:

- Charges with associated Medicaid or CCO coverage for which you provided us with the correct billing information; these tests have been billed to the appropriate payer.
- Charges for testing which contained a Study ID, Outbreak Number, or funded by other grant sources, appropriately communicated to the OSPHL

What you **will** see on your invoice:

- Charges for testing which contain appropriate notations about patients who requested confidential services, have no insurance, have CCare coverage, or have private insurance.
- The patient detail format will be different. Tests will be shown by CPT code. If you need a list of OSPHL CPT codes billed to submitters, please see our Fee Schedule under the Resources section of our billing webpage (www.healthoregon.org/phlbilling).
- Payments will be sent to a California address. This is the correct address. Enclose a copy of the patient detail list with your payment.

Future Invoices:

- We expect that monthly invoices will be sent by the 15th of the following month. As an example, the February 2015 invoice will be mailed by March 15, 2015.
- You may begin receiving invoices for testing for patients with Medicaid or CCO coverage if you did not provide us with correct billing information.
- The OSPHL is also working to contract with private payers. We will notify you before we begin billing any private payers.

What to do if you notice an invoice error:

- Please contact PCG with questions about your invoice. If you would like to request an adjustment to your invoice, you may request the adjustment in writing to PCG within 30 days of the invoice date. PCG will consult with the OSPHL regarding your request.
- If you want to reach PCG via phone, you can do so at 844-300-5044 (toll free).
- While we've done everything we can to ensure correct billing, we may have overlooked something. If you notice something that appears to be a significant error, please feel free to contact me directly. My contact information is provided at the end of this letter.

As a reminder, per Oregon Administrative Rule, only the laboratory that performs the testing may bill Oregon Medicaid for the testing (OAR 410-130-0680). Therefore, the OSPHL requires that Oregon Medicaid or CCO information for all patients with this coverage be included with the specimen, unless that client is seeking confidential services due to extenuating circumstances.

I apologize that building the rules took longer than expected. I am confident the parameters necessary to ensure correct billing to your organizations have been applied. However, if you do notice errors, please feel free to discuss them with PCG staff or me.

You can find complete communications and trainings about these changes on our billing changes webpage at www.healthoregon.org/phlbilling. If you have additional questions, you may contact me at 503-693-4100 or sarah.m.humphrey@state.or.us.

Sincerely,

A handwritten signature in black ink that reads "Sarah Humphrey". The signature is written in a cursive, flowing style.

Sarah Humphrey, BS, CHES
Client Services Coordinator, OSPHL