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**Action May Be Needed: Public Health
Laboratory Billing Changes**

Please disseminate to appropriate staff in your organization.

August 26, 2014

Dear Oregon State Public Health Laboratory Client,

In response to your requests for increased billing capacity, the Oregon State Public Health Laboratory (OSPHL) has been working diligently toward that goal. We recognize that this work is critical to our relationship with you as well as to maintaining long-term financial stability for the OSPHL.

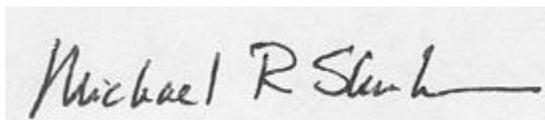
The OSPHL has contracted with a new billing vendor to increase Medicaid billing, assure the timeliness and accuracy of our invoices to you, and ultimately bill private insurers. We do not have an official implementation date or a complete list of procedural changes yet. We are in the beginning stages of planning and will have a kick-off meeting with the vendor in early September. We will be in contact with additional information shortly thereafter.

A list of what you need to know at this time is below. To assure a successful implementation, some changes will be needed.

1. **Your work flow:** Insurance/payer information will be required on the OSPHL test request forms. We understand that this might take some time to implement at some locations and we suggest that you begin planning now for this and for any associated work flow changes you may need to implement.
 - o After implementation, if insurance/payer information is not on the test request forms, your organization will be billed and expected to pay for the testing, except as noted in #5 below.
2. **Communications:** Please e-mail sarah.m.humphrey@state.or.us with the contact information for any staff members in your organization who need to receive updates and training e-mails as we proceed with planning and implementation. Please include the individual's name, title, and e-mail address.
3. **NPI Number:** We will need your organization or location's National Provider Identifier (NPI) number(s). Please complete the attached form to provide this information to us. Please fax the form to 503-693-5602 or e-mail to sarah.m.humphrey@state.or.us.
4. **Forms and procedures:** Test request forms and some procedures will change. Sarah Humphrey, our Client Services Coordinator, will host a series of webinars that will detail the changes. We expect to send training announcements via e-mail in September with trainings to begin in October.
5. **Fees:** The OSPHL's fees will not change during the implementation process and public health programs and grants will continue to be charged as they currently are.

The OSPHL is dedicated to offering high quality laboratory and administrative services that support your daily work. We expect that this implementation process will result in more clear and streamlined billing procedures that will better support our work with you. We will continue to communicate additional information as it is available. Sarah Humphrey, the OSPHL Client Services Coordinator will lead this project. You may contact her at 503-693-4100 or sarah.m.humphrey@state.or.us with questions. Thank you for your continued partnership.

Sincerely,

A handwritten signature in black ink on a light-colored background. The signature reads "Michael R Skeels" in a cursive, slightly slanted script. The letters are connected, and there is a long horizontal flourish at the end of the name.

Michael Skeels, PhD, MPH
Director, OSPHL

Sarah Humphrey, BS, CHES
Client Services Coordinator, OSPHL