



Public Health Laboratory Billing Update

Please disseminate to appropriate staff in your organization.

August 20, 2015

Dear Oregon State Public Health Laboratory Client,

Over the past several months, many of you have been in close communication with the Oregon State Public Health Laboratory (OSPHL) and Public Consulting Group (PCG) regarding the invoices you have received. Each of these conversations have helped us to develop revised processes and a new invoice format with PCG. This letter provides information about what to expect on your August invoice and a response to concerns expressed by some organizations.

Revised Invoice Format

We have received feedback that the invoice sent by PCG has been confusing and time-consuming to reconcile. The invoice format has been revised and is on schedule to be sent by the end of next week. This and future invoices will:

- Contain only charges which have become your organization's responsibility since the last invoice was generated. The defined end date will be the last day of the previous month. (Ex: Invoices generated in August will end with a July 31 date of service.)
- Include a status code, if applicable, to describe why the charge appears on your invoice. A sheet describing what each status code means will be included.
- Include a form to help you request adjustments to your invoice. This will describe the information required to process the adjustment request. Using this form is not required, but please make sure to include the required information if you develop a different format.

Here is an example of the invoice format (does not contain patient data):

Oregon State Public Health Laboratory								Thursday, August 06, 2015		
Claim Detail List										
LOC	Specimen ID	Billing Number	Service Date	Last Name	First Name	Birth Date	CPT Code	Charge	Status Code	
11	5070701295	460680	07/02/2015	DELEON	CONSUELO	05/05/1989	87801	13.55	CCARE	
	5062407073	459428	06/23/2015	GOLO	MARIA	01/01/1991	86780	12.74		

Your review of invoices is a critical part of ensuring accuracy. Especially because the process and format has been revised, please communicate with the OSPHL or PCG if you notice errors on your invoice.

Invoice Delivery

Invoices will be delivered via US mail by default. You may request to receive invoices via secure e-mail rather than through the US mail in .pdf format, Excel format, or both upon request. If you would like to request this option, please call PCG at 844-300-5044 (toll free).

Please note that if you choose this option you are responsible for ensuring that the e-mail address is updated with PCG if the intended recipient leaves your organization.

Paid Charges Showing on Invoices and Reconciliation Reports

Some organizations have expressed that charges for which you have paid continue to appear on your invoices. We have been working closely with PCG while they investigate why this occurred. Initially, we believed that paid charges appeared because the payment had not yet been posted. Some locations noticed, however, that once PCG caught up payment posting, paid charges were still on invoices. PCG investigated this and identified that some payments had not been posted properly.

In response to this finding, PCG is conducting a comprehensive review of all payments received to date to ensure correct posting of each payment. Further, PCG has added additional staff to the project and is implementing a three-fold quality assurance process to ensure and confirm that all past and future payments are posted properly. We are working closely with them to ensure that quality assurance processes meet our expectations.

At the end of the comprehensive review, PCG will provide to OSPHL a list of each location and detail any overpayments or remaining charges. We will communicate with organizations about refunds or revised reconciliation reports to be provided as indicated by the report.

Billing Contacts at Your Organization

Please take less than five minutes to complete a survey informing us who the billing contacts are at your organization. This will help PCG and OSPHL more effectively communicate with you.

Here is the survey link: <https://www.surveymonkey.com/r/BillingContacts15>.

The OSPHL and PCG have done our best to address the concerns we have heard from you and your colleagues. During this process, we also gathered an informal group of submitter organizations representing larger and smaller organizations to help review and provide feedback for the invoice revisions. Thank you to each of you for helping to ensure ongoing improvements for this project. Your partnership and ongoing communication have been critical to implementing ongoing improvements.

If you have additional questions, you may contact me at sarah.m.humphrey@state.or.us or 503-693-4100.

Sincerely,



Sarah M. Humphrey, BS, CHES
Client Services Coordinator, OSPHL