

ALLINA HEALTH LABORATORY

MEMO

To: Allina Health Laboratory outreach clients
From: Allina Health Laboratory outreach services
Date: March 19, 2020
Re: COVID-19 update

COVID-19 pandemic updates are received frequently, and may affect the following information. Refer to the [MDH](#) or [CDC](#) websites for the most current information available.

Supplies:

- Due to a national shortage of collection supplies for COVID-19 testing, Allina Health Laboratory is currently unable to fill any supply orders received
- Allina Health Laboratory has limited quantities of supplies for the collection and transport of other viral and PCR testing. Each order will be evaluated upon receipt to determine if it can be filled
- Due to the COVID work efforts, routine supply orders may take longer than the standard 3-5 days. If a need is urgent, please contact Client Services to expedite the order.

Couriers:

- Allina Health Laboratory *will* facilitate the transport of any samples that you collect for the COVID-19 testing to the MN Department Health
 - Samples for COVID-19 must be packaged separately of all other samples, and each must be accompanied by the two completed forms required by MDH (available in our test catalog)
 - The bag must be clearly marked as a pass-through to MDH
 - ***There is no tracking of these samples, and Allina Health Laboratory cannot be responsible for any lost samples***
 - Using this courier process may delay the arrival of specimens to MDH (as opposed to sending direct)

Testing:

- Due to the national sample collection supply shortage, MDH and health systems in our state are being required to make adjustments to testing criteria in order to focus on the highest priority specimens, which include hospitalized patients, health care workers and persons in congregate living settings, such as long-term care.

Billing:

- Following the recommendations for social distancing and remote work due to the COVID-19 pandemic, much of our lab billing department is now working remotely.
 - Because of this, we are requesting your assistance so that we are able to process the insurance adjustment requests submitted by our clients as quickly and efficiently as possible. When submitting a completed form to the Allina Health Laboratory billing department, rather than faxing the document, please scan and email the document, securely, to Labbilling@allina.com. This email address is also included on the form itself.
 - Billing adjustment forms, Billing adjustment form examples and instructions can all be found on the Billing corrections tab of the [Lab billing page](#) of our website.
 - Because staff is working remotely, you may receive an increased number of phone calls requesting missing billing information, as opposed to the faxes that you are accustomed to seeing.