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BILLING AND COMPLIANCE

Thank you!

As we are now past the one-year mark of working with our new billing vendor, we would like to thank you all for your patience and cooperation during the transition. Below is information to help address common questions as well as tips to help view and manage your account online.

Client billing portal

Please review an updated [Client billing portal user guide](#). Remember, initial passwords will expire. If you have not yet logged in and changed your password, please do so. ACH and credit card payments are available on the portal, for your convenience. This is the quickest and easiest way to make a payment directly to your account. Refer to the Pay online tab as it displays current amount(s) due. These reflect adjustments made since the original posting of the invoice.

Client information Requests (CIRs)

A spreadsheet containing CIRs are emailed on behalf of ErrorProcessingPDF@allina.com to designated contacts for your account. ErrorProcessingPDF@allina.com will send CIRs when incomplete orders are received, or clarification is needed. CIRs are time sensitive and password protected. Located at the bottom of a CIR is an Error Type tab which provides instructions for each outstanding error type. Please address all requests and provide the needed information with one response and in the designated timeframe. Incomplete responses or no response will result in charges being billed back to your client account.

Invoices

Monthly invoices are emailed from AHLOutreachTELCOR@allina.com to designated contacts for your account. These invoices are password protected and are viewable on the client billing portal in either PDF or Excel formats. Insurance adjustment forms need to be submitted within 60 days of invoice. Please address any questions to your Account Representative or Lab Billing promptly.

Payment

Your payment is due upon receipt of invoice. Acceptable and preferred payment is electronic check (ACH) or credit card through the [TELCOR client portal](#). If unable to pay online, the following *must be included* to ensure accurate posting and avoid payment delays:

- Top portion of the invoice with the payment
- Include 'LAB' and the invoice number on the memo line.
 - ◊ *If making one payment for multiple invoices, include each invoice number along with amount for each*
- Mail payment to:
 - ◊ ANW Allina Health Laboratory
 - ◊ PO BOX 77008
 - ◊ Minneapolis, MN 55480

Send posting questions to AllinaHealthLaboratoryAccountRepresentatives@allina.com

COURIER

MedSpeed go-live October 31, 2022

Allina Health Laboratory's transition from TForce to MedSpeed is right around the corner. This service will enhance our ability to provide timely specimen handling and compliment our Allina Health couriers.

If you have any questions or concerns, please contact your Allina Health Laboratory Representative.

HELP US HELP YOU

Keeping your provider list current

To ensure accurate reports as well as accurate billing insurance claims, please review your Allina Health Laboratory request forms on a regular basis to make sure that we are maintaining a complete and accurate provider listing for your facility.

If any updates (removals or additions) are needed, please submit a completed [Provider change request](#) form, available on the billing page of our website, or contact your Account Representative for assistance.

MICROBIOLOGY

RSV, RAPID ANTIGEN

QUICK REFERENCE

On October 1, 2022, the RSV, Rapid Antigen assay (6533A/LAB6533A) was discontinued at Allina Health Laboratory.

DETAILS

Allina Health Laboratory has validated instrumentation to increase capacity for COVID and Influenza PCR testing at all hospital sites. RSV PCR testing is available with results available less than 24 hours from receipt at the performing laboratory.

- The Pediatric COVID/Flu/RSV Panel (14423/LAB14423) is restricted to children < 6 years of age who do not require hospitalization
- The RSV by NAAT (14483/LAB14483) is available without age restriction, also, to those not requiring hospitalization. To note, if testing for COVID plus Influenza and/or RSV is needed, two (2) separate NP swabs are required. **One for COVID/FLU and one for RSV.**
- Respiratory Panel Multiplex PCR (12653/LAB12653) test remains available for emergency department/observation patients, in-patients, and high-risk outpatients (immunocompromised or underlying cardiac/lung conditions) presenting with signs and symptoms of acute respiratory illness.

Patient Age	Orders	Collect
Any age	COVID 19 Collection [LAB14315] and Influenza A/B PCR [LAB8810]	1 NP swab required if both tests ordered simultaneously.
< 6 years ONLY	Pediatric COVID/Flu/RSV Panel [LAB14423]	1 NP swab
Any age	Respiratory Panel Multiplex PCR [LAB12653]	1 NP swab
Any age	RSV by NAAT [LAB14483]	1 NP swab may not be shared with other above tests.

WEBSITE

Supply catalog update

Based on customer feedback regarding the process of ordering supplies through the Allina Health Laboratory Supply catalog, we have made updates that went into effect October 5, 2022.

To accompany the change, the Supply catalog instructions have been updated. This includes additional details for the ability to add products and modify the quantity with an “Update & Save Shopping Cart” button.

If you have any questions, or need assistance placing your order, please contact Allina Health Client Services at (612) 863-4678 or your Account Representative.

Formalin manufacturer change

Allina Health Laboratory will be transitioning from Cardinal to Medline as it's vendor for supply fulfillment of formalin. As this occurs, the supply catalog will be updated, and in most cases, an increased number of vials are included in each order.

Thank you for choosing Allina Health Laboratory -

We value your business!