

ALLINA HEALTH LABORATORY

Memo

To: Allina Health Laboratory outreach clients

From: Allina Health Laboratory outreach services

Date: May 19, 2022

Re: Client information request delivery change

On February 21, 2022, we implemented a new process, as previously communicated, for client information requests. Due to the inability of some users to receive and open secure emails sent from Allina Health, we will be making a change in how these requests will be sent. Effective June 6, 2022, the client information requests will be transitioned from a secure email to a passcode protected document. The passcode, for these protected documents, will be the same as what you use to open your invoices and/or notifications.

Below are a couple of items to reiterate from our previous communication, in regards to client information requests you may be receiving.

The spreadsheet has two tabs:

The first tab (sheet 1) will contain a list of the patient(s) for whom additional information is required for Allina Health Laboratory to submit a claim to insurance.

- To ensure that your facility does not incur charges for non-response, including service fees and bill back charges, your responses must be added to this tab and returned promptly.

The second tab (Error type) contains a description of the error type, indication of what is needed and instruction for action, information on the “error type” for the outstanding errors and a notes column.

We will continue to make two attempts to collect the needed information. Each request will clearly identify if it is the first or second/final attempt. You will have 10 business days from the date of receipt to return the first attempt spreadsheet. If not received, a second/final attempt will be sent. You must return the information within 5 business days of receiving the second/final attempt, or the charges will be billed back to your facility.

Late responses will not be processed; insurance adjustment forms will need to be submitted after receipt of your invoice.

Please send any questions regarding this transition to allinahealthlaboratoryaccountrepresentatives@allina.com.