

IMPORTANT INFORMATION

For the testing customers of Versiti Immunohematology Reference Laboratory



Testing Services

Reminder

New Laboratory Information System

August 12, 2019

On June 3rd, you were sent a communication regarding changes to our laboratory information system. On **September 3rd**, Versiti will be implementing a common Laboratory Information System (LIS) across our entire affiliation in order to better serve our clients. This will provide clear, standardized, and more efficient clinical reports. We believe these improvements will enhance your experience with Versiti and, more importantly, improve your ability to provide quality patient care.

Based on customer feedback since that notification, we would like to offer some clarifications.

Fees

On June 3rd you received a fee schedule with the communication packet. All fees on that fee schedule are accurate and represent how you will be billed in relation to the new test menu. However, the fee schedule incorrectly contained the statement "Changes in **BOLD.**" Changes were not bolded and due to changes in the test menu structure the changes you may experience will vary depending on your organization's specific utilization. Please see the attached crosswalk to help you reference the differences in billing after implementation on September 3rd.

We have provided more specific testing details and revised suggested CPT codes to maximize reimbursement opportunities. The updates to the test menu now include the individual methods necessary to solve patient work-ups and can be invoiced individually.

Requisitions

The June 3rd information packet also included a sample of the updated requisition. Please do not use this sample requisition. Prior to implementation of the LIS, you will receive a requisition template that will be pre-populated with your new client number. You may also download requisitions at Versiti.org, or call our client service team at (800) 245-3117 for any additional account support.

Revised Priority of Service

	Patient Samples	Antigen Negative Unit Orders
Routine/Timed	This priority of service reflects standard processing with results reported within 3 business days or indicated date & time.	This priority of service reflects standard processing of the request in the laboratory.
STAT	Sample results will be expedited within 1 business day (Monday through Friday). Fees for STAT sample processing have been waived. For immediate processing of samples due to life-threatening patient situations, please see Emergent priority below.	This is the highest priority of service available for unit orders. An after-hours fee will apply to STAT unit orders where IRL on-call staff is called in to fill an order during holidays, weekends or overnight hours (10pm-6am). In the event the IRL is staffed during these hours or pre-tested units are available to ship, this fee will not be assessed. These priority of service changes do not impact STAT courier fees. STAT courier fees will still apply for STAT courier runs.
Emergent	This is the highest priority of service available for patient sample processing. Emergent cases will be immediately processed upon receipt in the laboratory. The sample will take top priority in the lab and work on Emergent samples will continue at all hours and through weekends and holidays until a preliminary result is available. An after-hours fee will apply to Emergent cases where testing begins or continues into overnight hours (10pm-6am), a weekend, or a holiday.	

We sincerely thank you for your continued support through the implementation process. We believe that success comes through open communication, and we welcome your feedback. If you have any questions or concerns, contact your Versiti Hospital Relations Specialist, Ann Tullis (atullis@versiti.org) or IRL Manager, Kasia Bielen (kbielen@versiti.org).