



# CLIENT FOCUS

A PUBLICATION OF SOUTHEASTERN PATHOLOGY

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*Welcome to our first issue of Focus, a newsletter designed to improve communication between SouthEastern Pathology and our clients. Our goal is to provide the best possible service. We want to make it easy for you to get the information you need to benefit both your practice and your patients. In future issues we will cover subjects such as services offered by SEP, reports and materials you can access online, and ways to avoid common mistakes that delay processing tests or reporting results. We welcome your input on subjects you would like to see addressed.*

## CONTACT US

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## MANAGED MEDICAID (GEORGIA HEALTHY FAMILIES)

*SouthEastern Pathology participates with all three of the new Medicaid CMO's.*

We want to assure you that SouthEastern Pathology is a participating laboratory with all three of the new Medicaid contractors (CMO'S). Though some of the CMO's list national labs as their "preferred lab," please be aware that SouthEastern Pathology participates with **ALL** types of Georgia Medicaid including traditional Medicaid for the aged, blind and disabled; as well as the new CMO's: Amerigroup, Peach State and WellCare. The bottom line is, you can continue to send all of your Paps, Tissues, and Non-Gyn cytology specimens to SEP regardless of which Georgia Medicaid your patient has.

Please note that:

- for WellCare patients, we need the patient's 7-digit WellCare ID# (or a copy of the WellCare card).
- for Amerigroup patients we will need the patient's Amerigroup ID# (or a copy of the Amerigroup card).
- for Peach State Health Plan, the ID# is the same as the Medicaid ID# assigned by the Department of Community Health. So we need the Medicaid ID# and an indication that it is Peach State Medicaid (or a copy of the Peach State card).

As you may know, the CMO's are off to a rocky start in that they do not have all providers entered on their websites. Many of you may not yet be listed. By the same token, SEP may not be listed as a lab on their websites. However, SEP has been filing claims since June 1. If you have questions or concerns about how these new Medicaid carriers will affect your anatomic pathology and cytology services, please call Lisa McWhorter (Ext 103) or Tina Burkhalter (Ext 120).

CLIA recognizes the importance of continuity of care including comparing test results over a period of time for optimum patient care. SouthEastern Pathology has been providing quality laboratory services to Medicaid patients in northwest Georgia since 1972.

***SouthEastern Pathology will be closed on Monday, September 4, 2006 for Labor Day.***

*This newsletter is also available on our website.*

## Avoiding Delays

Correctly filling out a requisition will prevent a specimen from being returned to your office. The following fields are required on all requisitions: patient name (first and last), social security number, date of birth, date of collection, physician's name (first and last), and office location. On a Pap requisition, the specimen type and test(s) desired are also required. Also, please be sure that the name on the specimen bottle or Pap vial exactly matches the name on the requisition. As a reminder, Medicare and many other insurers will reject claims if the name is not listed exactly as it is shown on the insurance card.

## Unsatisfactory Pap Test results? Are you using a lubricant?

Lubricants are sometimes used during a gynecological exam for the sake of patient comfort. However, the use of a lubricant is not recommended by published guidelines (NCCLS<sup>1</sup> or ACOG<sup>2</sup>). The use of lubricants can also adversely affect the Pap test results.

Lubricants may show up on a Pap smear as a purple haze. Depending on the lubricant used, cellular material may be obscured. If lubricant is needed, use it sparingly, avoiding the tip of the speculum. This should decrease the possibility of contamination and reduce the risk of suboptimal slide preparation. If a lubricant is needed, Johnson & Johnson K-Y Jelly<sup>®</sup> is the recommended brand for gynecologic exams.

<sup>1</sup> Papanicolaou Technique Approved Guidelines (NCCLS Document GP 15-A)

<sup>2</sup> ACOG Practice Bulletin no. 45, August 2003

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## Client Survey

We recently sent a data verification survey to each of our clients. Please complete and return the form even if it is after the September 1<sup>st</sup> cutoff for the iPod<sup>®</sup> Nano<sup>®</sup> drawing. Please include the NPI Number if available.

## What is an NPI?

NPI is a National Provider Identifier which can be applied for (or will be assigned) to replace the Medicare Unique Physician Identification Number (UPIN). All HIPAA covered healthcare providers must obtain an NPI to identify themselves in HIPAA standard transactions. Once assigned, a provider's NPI will not change. The NPI remains with the provider regardless of job or location changes. HIPAA covered entities must use only the NPI to identify covered healthcare providers in standard transactions by May 23, 2007. For NPI questions, contact Tina Burkhalter (Ext 120).

## Please be safe

SouthEastern Pathology recommends that you review safety awareness for the liquid fixatives present in the tissue biopsy bottles and Pap test/non-gyn specimen containers supplied to you. Formalin and liquid fixatives containing ethanol and methanol are necessary to prevent specimen breakdown before processing. These fixatives are universally used but are not without potential physical and health hazards. Material Safety Data Sheets (available from our office) outlining chemical hazards should be maintained and periodically reviewed by your personnel. MSD sheets describe the hazard potential, routes of possible exposure, avoidance measures, symptoms of over-exposure and appropriate first aid. Workplace chemical hazard safety is the responsibility of both the employer and the individual worker.

The following are some general safety habits for working with fixatives.

- Maintain only the necessary inventory.
- Tightly cap and recap containers and make sure they are labeled.
- Clean spills rapidly, use personal protective equipment, and segregate waste for proper disposal.
- Do not ingest, breathe, or allow skin or mucous membrane contact.
- Know emergency procedures, the location of emergency equipment and the location of reference Material Safety Data Sheets before they are needed.

## What can technology do for you? Our website allows:

### Easy access to reports (E-Reports)

Visit [www.sepath.com](http://www.sepath.com) and log in to our secure reporting area to retrieve your pathology reports any time of the day or night. Surgical reports are available for retrieval online as soon as a pathologist signs out the case.

### Quick requisition completion (Online Order Entry)

Filling out pathology requisitions online can save your office staff valuable time. If SouthEastern Pathology has performed tests for the patient before, you can search for the patient and the system will automatically populate his or her billing information.

### Online order of lab supplies (Client Supply Order) \*

In need of more lab supplies? Simply fill out an order for the supplies you need, and we'll send them to you. It's quick, it's easy, and it's fast.

### Patient access to Pap Test results (PapInfo Online)

If you want your patients to be able to look up their Pap Test results, SouthEastern Pathology will supply you with instruction cards giving your patients step-by-step instructions for looking up Pap Test results online.

### Reports listing all patients by date of service (Pep Recall)

Since you can look up results for your patients by date range, you can easily run a report to show patients who had their last Pap Test between specified dates. Once the report has been run, it is easy to create a letter to those patients letting them know it is time to schedule their next Pap Test.

### Patient access to test status (CaseStatus)

Do patients call your office wanting to know if test results are available? Would you like to cut down the number of calls you receive? If you enable this feature, your patients can log onto our website to see whether their pathology test is completed or still in process.

### Online printing of blank requisitions. (Documents Online) \*

Forget to order? Out of requisitions? Visit SouthEastern Pathology's website to print out requisitions as needed until more are delivered.

### \* No Password or Username required

*If you are not currently using our online features and would like more information, please contact Kimberley Finley (Ext. 147).*