

CAMC LabWorks Information

Animal Specimens

We do not accept animal specimens for laboratory testing except by special arrangement.

Billing

Client—Each month you will receive an itemized invoice/ statement which will indicate the date of service, patient name, CPT code, test name, and test charge. Payment terms are net 30 days. When making payment, please include our invoice number on your check to ensure proper credit to your account.

Patient—CAMC LabWorks routinely bills patients. Please include the following required billing information: responsible party; patient's name, current address, zip code, telephone number, and Social Security number; ICD-10 diagnosis code; and insurance company name, address, and policy number. Providing this information will avoid additional correspondence to your office at some later date. Please advise your patients that they will receive a bill for laboratory services from CAMC LabWorks. VISA®, MasterCard®, American Express®, and Discover® are acceptable forms of payment.

Billing—CPT Coding

It is your responsibility to determine correct CPT codes to use for billing. While this catalog lists CPT codes in an effort to provide some guidance, CPT codes listed only reflect our interpretation of CPT coding requirements and are not necessarily correct. Particularly, in the case of a test involving several component tests, this catalog attempts to provide a comprehensive list of CPT codes for all of the possible components of the test. Only a subset of component tests may be performed on your specimen. You should verify accuracy of codes listed; and where multiple codes are listed, you should select codes for tests actually performed on your specimen. CAMC LABWORKS ASSUMES NO RESPONSIBILITY FOR BILLING ERRORS DUE TO RELIANCE ON CPT CODES LISTED IN THIS CATALOG. For further reference, please consult the CPT Coding Manual published by the American Medical Association; and if you have any questions regarding use of a code, please contact your local Medicare carrier.

Cancellation of Tests

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

Confidentiality of Results

CAMC LabWorks endeavors to maintain confidentiality of all patient information. To ensure appropriate release of patient results in response to a telephone inquiry, client account number from LabWorks is required. Patients may attain a copy of their results by coming to LabWorks and presenting a photo identification.

We appreciate your assistance in helping CAMC LabWorks preserve patient confidentiality. Provision of appropriate identifiers will greatly assist in a prompt and accurate response to result inquiries.

Medicolegal Testing

CAMC LabWorks does not offer chain-of-custody testing.

Supplies

CAMC LabWorks will provide supplies to collect and transport specimens back to CAMC for testing.

Test Result Call-Backs

Results will be phoned to a client when requested from the client (either on LabWork's request form or from a phone call to LabWorks from the client). Results will be phoned when an automatic call-back is indicated on the report. This is indicated by the performing laboratory. Results will be phoned on all toxic drug levels.

Results Reporting

LabWorks has various options on how laboratory reports can be delivered to your practice, ranging from manual to electronic. Please consult us to determine the appropriate delivery mode to meet your needs.

Request Forms

Specific test request forms are provided for anatomical pathology, cytology, and general testing. Additional clinical information is required on anatomical pathology and cytology forms. Clearly print all information including patient's age, sex, and the test (s) desired.

Unacceptable Specimens

Some specimens cannot be analyzed because of improper collection or degradation of specimen during transit. Other specimens may have prolonged turnaround times due to incomplete or missing patient and or specimen information. You will be notified of rejected or problem specimens upon receipt. To avoid specimen rejection, please use the following checklist.

Are the following conditions correct? Please check the test catalog.

- Full 24 hours for timed urine collection
- Lack of hemolysis
- Patient information requested
- Patient/specimen properly identified
- pH of urine
- Specimen container (metal-free, separation gel, sterile, etc.)
- Specimen type (plasma, serum, whole blood, etc.)
- Specimen volume
- Temperature (ambient, frozen, refrigerate)
- Transport medium

Unsatisfactory Analytic Results

If CAMC LabWorks is unable to obtain a satisfactory analytic result, there is no charge.

Specimen Packaging and Courier Services

Ambient Specimens

Our containers are designed to transport serum and urine specimens that do not require special temperatures or handling. If you have any concerns regarding the effect of extreme weather conditions on routine or refrigerated specimens, please call our administrative personnel.

Courier Services

Free specimen pickup service is available throughout our entire service area. Our couriers pick up specimens, provide supplies, and deliver reports on a schedule which closely meets your needs. Schedules are arranged in accordance with client needs. We think you will find that our service is of high quality, and our personnel are both reliable and responsive to your service needs.

Frozen Specimens

Send each frozen specimen in a vial not more than three-fourths full. Under no circumstances should you ship frozen specimens to us using coolants.

Refrigerated (On Coolant) Specimens

Specimens need to be kept refrigerated until courier pickup.

Note: OSHA requires that all shipments containing clinical specimens be marked with a "Biohazard Label." Bags and labels for shipments sent to CAMC LabWorks will be provided.