

Client Communication

Highlights of New Billing System & Missing Information (MI)

New Billing System Effective for Dates of Service Beginning July 1, 2019

Date Issued: September 6, 2019

Effective: September 9, 2019

We are pleased to announce that Pathology Laboratories, Inc. (PathLabs) in further preparation for our joint venture with ProMedica Laboratories (ProMedica PathLabs), has added a new and innovative financial software for issuing claims and statements for services, Laboratory Billing Solutions (LBS), effective July 1, 2019. The LBS system handles obtaining Missing Information (MI) from clients in a different way than was previously conducted with our prior billing system, Misys. Enhancements have been made to enable MI to be worked more effectively, so clients may respond promptly enabling us to bill for our services.

MI will begin to be distributed on Monday, September 9th, and continue weekly, each Monday, in segments by date of service, retroactive to July 1st.

A Client Billing Portal is coming by the 2019 year-end to enable clients to work MI electronically for ease of responding.

Education is key to reduce MI, and we offer tools on our website (www.pathlabs.org), using the Quick Link, "Medical Necessity", disclosing Medical Necessity Requirements for various payers as it relates to MI for invalid diagnosis. Also, consultation is available through our Billing Department's leadership team. If further assistance is needed, please contact your Account Executive or our Billing Customer Care Team at 419.255.4600/866.755.8855.

Highlights of those differences in handling MI and, new features of the LBS in addressing MI are shown below:

Misys (former billing system for service dates prior to July 1, 2019)

- MI letter that contained multiple patients
- Letters were e-mailed to Phlebotomists, Market Billing Specialists and Sales personnel
- 30-day lag existed from date of service to MI issuance
- Requests were made to obtain the name of client's staff member that provided the response to MI, but not mandatory.
- Paper copies of resolved MI were returned to the Billing Department.
- "Split Claim": Only the tests requiring additional review were held; all other tests on an accession were billed timely.

LBS (new billing system for dates of service beginning July 1, 2019)

- MI letter for single patient or individual accession
- Letters will be faxed directly to client offices with MI for each referring clinician of the practice.
- 10-day lag time will occur from date of service to MI issuance.
- Letters will require name of client/physician office staff member, who provided the response to MI.
- Monthly summary of outstanding edits by client will be issued, upon request, to show cause for delayed billing.
- "Entire Claim": All tests on an accession will be held on our Edit Report, precluding billing, until MI is satisfied. However, MI letter will only document test(s) requiring additional review.
- Format: For each patient with MI, client (ordering clinician) will receive three letters, generally 14 days apart, until resolution is completed.
- Client Portal will enable MI to be completed electronically through the web portal – Phase II – available by 2019 year-end.

We ask that you review MI timely and respond to our requests, so that we may bill for our services. Your Account Executive and our Billing Department are available as needed in this process at 419.255.4600/866.755.8855.

Thank you for supporting Pathology Laboratories.