

Meridian Health Coverage Acceptance

Effective on May 1st of 2021, OSF HealthCare signed contracts with Meridian, Molina, and Aetna Better Health to better support our Medicaid beneficiary population that would like to choose OSF as their trusted healthcare partner — this agreement covers all of our Illinois locations.

In keeping with our Mission to serve with the Greatest Care and Love, our leadership team worked (and will continue to work) hard to ensure that we, as a healthcare system, are able to participate in a wide variety of healthcare plans, including other Medicaid plans across all locations as this was and will continue to be, a Ministry-wide effort that is critically important for all of our regions and hospitals.

With these signed agreements, it will allow patients and families access to healthcare, including access to the OSF HealthCare Children's Hospital of Illinois, as more than half of all patients and family rely on some form of Medicaid to ensure that their complex healthcare needs are met. For any questions, please contact our Payor Support Services team at:

⇒ osfpayorservices@osfhealthcare.org

Atlas Test Updates

Effective on 6/24/2021

- 1) OSF System Laboratory is turning **OFF** Mayo test code PCDSO The replacement code CSMPU is already built.

Effective on 6/15/2021

- 1) OSF System Laboratory is turning **ON** Mayo test code IBDP2 and turning **OFF** obsolete code IBDP.
- 2) OSF System Laboratory is turning **ON** Mayo test code SCERA and turning **OFF** obsolete code AASCA.
- 3) OSF System Laboratory is turning **ON** Mayo test code SCERG and turning **OFF** obsolete code GASCA.

Effective on 6/10/2021

- 1) OSF System Laboratory is turning **ON** Mayo test code IL28Q and turning **OFF** obsolete code IL28V.
- 2) OSF System Laboratory is turning **ON** Mayo test code HL57R and turning **OFF** obsolete code HL57V.
- 3) OSF System Laboratory is turning **ON** Mayo test code 2C19R and turning **OFF** obsolete code 2C19V.
- 4) OSF System Laboratory is turning **ON** Mayo test code TPNUQ and turning **OFF** obsolete code TPNUV.

Effective on 6/9/2021

- 1) OSF System Laboratory is turning **ON** Mayo test code DSAC and turning **OFF** obsolete code FDISP.

Effective on 6/8/2021

- 1) OSF System Laboratory is turning **ON** Mayo test code CHF8 and turning **OFF** obsolete code CH8.
- 2) OSF System Laboratory is turning **ON** Mayo test code UBLAS and turning **OFF** obsolete code FBMU.
- 3) OSF System Laboratory is turning **ON** Mayo test code MPHNU and turning **OFF** obsolete code FMMTU.
- 4) OSF System Laboratory is turning **ON** Mayo test code WNVS and turning **OFF** obsolete code WNVV.
- 5) OSF System Laboratory is turning **ON** Mayo test code CSTCE and turning **OFF** obsolete code CYSTC.

Effective on 6/1/2021

- 1) OSF System Laboratory is turning **ON** Mayo test code SFIG and turning **OFF** obsolete code SFIN.

*"Remember, no matter
where you go, there you
are..."*

- Confucius



Fourth of July Staffing for the OSF SFMC Lab

The OSF HealthCare Saint Francis Medical Center Laboratory Sendouts department will be closed in observance of the Fourth of July holiday on Saturday, July 3rd and Sunday, July 4th and the department will re-open on Monday, July 5th at 05:00am.

From our staff to yours, we hope that everyone has safe and happy Independence Day!

Questions??

If you are an OSF Laboratory Outreach client and you have a billing-related question, please contact OSF's Patient Accounts and Access Center billing department at (309) 683-6750.

The PAAC billing agents will be happy to assist you with your inquiry.

If you have other questions, please contact OSF's Laboratory Customer Support department at (800) 533-6730 and they will direct you to the appropriate Laboratory Mission Partner.

SFMC Laboratory Courier Services implementing new Logistics software

In an effort to improve the service level that OSF HealthCare Saint Francis Medical Center Laboratory Courier Services offers to our customers and clients, we are implementing a new software-based logistics system starting in June 2021. The initial roll-out will begin at OSF facilities that currently utilize Epic and will proceed over a five month implementation process. Non-OSF facilities will come on board in a separate phase in the future at a yet to be determined date.

OSF is asking for your patience as we continue to progress through workflow development and system refinement to best meet operational needs as well as customer expectations. Our SFMC Courier Services team remains fully committed to providing the same level of service and care during our implementation timeframe.

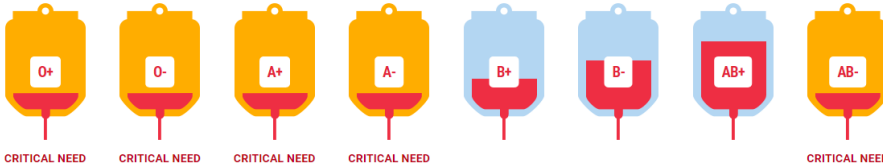
Please reach out with any concerns, questions, or disruptions to your routine service by contacting us via the following methods:

- ⇒ Call Customer Support at 309-655-2336 for immediate needs or
- ⇒ Email us at: SFMC.Lab.CourierServiceInquiries@osfhealthcare.org

Blood Component Shortage throughout the region and nation

Please consider donating blood with OSF HealthCare Saint Francis Medical Center’s blood component supplier, ImpactLife. There is a critical shortage of all blood types and other products, not only in our region, but also throughout the country. Within the past year, OSF HealthCare switched vendors from the American Red Cross to ImpactLife.

For more information about our blood product vendor, please contact Raechel Pfahl at (309) 624-9100 or at Raechel.A.Pfahl@osfhealthcare.org, as she is the Blood Drive Coordinator for Saint Francis Medical Center. You can also visit ImpactLife’s website (bloodcenter.org) for more information.



Bone Marrow testing etiquette for OSF Laboratory Flow Cytometry

When sending bone marrows to OSF HealthCare Saint Francis Medical Center Laboratory, it is important to stick to the guidelines provided by the SFMC Flow Cytometry department. These guidelines were created by our Flow Cytometry and Pathology teams to provide the best quality results for patient care.

For patient testing, it is expected that client facilities to send a peripheral blood smear and a CBC specimen or CBC results in addition to the bone marrow specimens. In addition, to the bone marrow specimens, five touch preps and five aspirate smears should be sent to the lab. **All** specimens (slides, tubes, paper results, etc.) need to be labeled legibly with two patient identifiers (OSF prefers the patient’s legal first and last name as well as their date of birth) as well as with the date and time of collection. If needed, the Flow Cytometry department has created a step-by-step guide for bone marrow testing that can be emailed to your facility.

For questions about Flow Cytometry testing and/or specimen requirements, please contact the SFMC Flow Cytometry department at (309) 624-9036.



OSF Laboratory Cytogenetics Staffing Shortage

Due to staffing shortages in the OSF HealthCare Saint Francis Medical Center Laboratory Cytogenetics department, effective on Monday, June 28th, please order Mayo Clinic Laboratories’ Chromosome Analysis, Hematologic Disorders, Bone Marrow test (see test information below) until further notice.

- ⇒ LAB6889
- ⇒ Mayo Test Code: CHRBM

We apologize for the short notice and for any inconvenience that this may cause; as soon as we are able to bring testing back in-house, another notice will be sent out.

For any questions or concerns, please contact our Cytogenetics department lead, Karen Simpson, at:

- ⇒ (309) 624-9063
- ⇒ Karen.M.Simpson@osfhealthcare.org

