RE: STAT/URGENT LABORATORY DRAW REQUESTS

Dear HML Partner,

Beginning February 1st, 2018, All STAT/URGENT Requests MUST include a provider’s order.

A STAT or URGENT Laboratory draw request is defined as a procedure that requires immediate collection, analysis, and reporting of results as it is critical to the proper care of the patient. This test priority should only be ordered in a medical emergency or medical necessity.

WHO does this impact?
- Assisted Living/ Memory Care facilities

WHAT is changing?
- STAT/URGENT Laboratory Requests
  - Requests will not be fulfilled without a provider’s order
  - All STAT/URGENT requests must be called and the provider’s orders faxed to be scheduled

WHEN does this requirement begin?
- February 1st 2018

WHY is HML requesting this information for STAT/Urgent Requests when it wasn’t required before?
- A large increase or high volume of STAT/URGENT requests in 2017
- High volume of billing denials related to STAT/URGENT requests
- Missing Information for the STAT/URGENT request
- STAT/URGENT requests being ordered that are not a Medical Emergency or Medical Necessity
- Compliance concerns related to the STAT/URGENT request being without a provider’s written order.

Should you have questions or concerns, Please contact the HML Customer Service 651-232-3500 option 5.