

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.