Medica Protocols

Laboratory

Definitions:

Laboratory Health Services:	The laboratory testing services and supplies related to laboratory testing provided to a Member and covered under the Member's Benefit Contract.
Referral Authorization Form:	A document used by a physician or other authorized health care professional to request that Laboratory Health Services be rendered to a Member. Such document will be in a format that has been approved by the Member's physician or Medica and authorizes Laboratory Facility Provider to render certain Laboratory Health Services to a Member as provided in the Member's Benefit Contract.

LABORATORY STANDARDS

Prior to Effective Date, Laboratory Facility Provider will meet the criteria and standards as listed in this Appendix and will be bound to maintain such criteria and standards at all times while this Agreement is in effect. Laboratory Facility Provider must also be accessible to all Members and referring physicians by furnishing the levels of service as described in this Appendix. Laboratory Facility Provider will furnish Medica with documentation or other such evidence of compliance with these criteria and standards upon request by Medica.

CERTIFICATION AND LICENSURE

Laboratory Facility Provider must maintain the following certifications and licensures:

1. Clinical Lab Improvement Act (CLIA) Certification Level III.
2. Occupational Safety and Health Administration (OSHA) compliance.
3. College of American Pathologists (CAP) Certification.
4. United States Nuclear Regulatory Commission Licensure.
5. Substance Abuse Mental Health Services Administration (SAMHA).
6. Medicare Participating and Certification.
7. Quality assessment and improvement plan in place.
8. Medicaid Participation and Certification if required by applicable statutes and regulations in order to serve Medicaid Members.

Laboratory Facility Provider must comply with any other requirement(s) that the Federal Government, the state where Laboratory Facility Provider is certified or licensed to provide Laboratory Health Services applicable to the Agreement, or Medica may deem to be appropriate or necessary.

ACCESS STANDARDS

Laboratory Facility Provider will establish and maintain a level of reasonable ease of availability and accessibility to its facilities for referring physicians and Members. Laboratory Facility Provider will arrange for convenient collection of any specimens ordered or obtained by referring physicians practicing within Medica's geographic service area. Laboratory Facility Provider will arrange for "drawing stations" for the collection of laboratory specimens as determined by Medica. A "drawing station" is defined as a laboratory facility with staff equipped to administer any standard laboratory test. Such drawing stations will:

1. be handicapped-accessible,
2. keep extended evening and weekend hours of operation for the convenience of Members, as mutually agreed by the parties,
3. make every effort to extend service to Members and to collect specimens within thirty (30) minutes from the time Member arrives at the drawing station.

SERVICE STANDARDS

Laboratory Facility Provider will provide to Members and referring physicians the following services at the level of service and within the time frame indicated below.

1. Laboratory Facility Provider will pick-up specimens from referring physician's office once a day. Emergency (STAT) pick-ups and twice-daily pick-ups must be available.
2. The drawing station will maintain operating hours consistent with physician and Member referral patterns.
3. Laboratory Facility Provider will furnish the results of the following tests to the referring physicians within the time frames indicated below, unless specimen results require longer clinical incubation/processing time for correct results. Time frame is measured from the time the specimen is picked-up from the physician by Laboratory Facility Provider:
   (a) Hematology - within 24 hours.
   (b) Chemistry and Toxicology - within 24 hours.
   (c) Microbiology - initial report within 24 hours and final report within 72 hours.
   (d) Immunology - initial report within 72 hours.
   (e) Cytopathology - within seven (7) working days for routine tests and within two (2) working days for a repeat test.
   (f) Emergency (STAT) tests within four (4) hours from the time specimen reaches the laboratory, or sooner if dictated by the general standards of practice in the community in which the Laboratory Facility Provider renders reference laboratory health services.

4. Laboratory Facility Provider will provide all supplies necessary for the collection and handling of specimens for Members to referring physicians at no additional charge.

5. Laboratory Facility Provider will make available to Members and physicians information and instructions regarding the procedures and the necessary steps for proper completion of a test.

6. Laboratory Facility Provider must be able to provide and have capacity to perform 90% of all laboratory services and testing ordered by referring physicians and Members.

7. Laboratory Facility Provider will provide referring physician, upon physician request and at intervals agreed upon by and between physician and Laboratory Facility Provider, a standard utilization report showing the laboratory tests that the referring physician ordered for Members.

8. Laboratory Facility Provider represents and warrants that Laboratory Facility Provider has a process in place for reporting abnormal lab test results to referring physicians in a timely manner that conforms to the generally accepted standard of practice in the community in which the Laboratory Facility Provider renders services (or as otherwise determined by Medica). This lab result reporting process must be reviewed annually by Laboratory Facility Provider and may be audited by Medica at any time during regular business hours and upon Medica's reasonable notice and demand.

9. Laboratory Facility Provider will supply to referring physician the name and telephone number of the pathologist, who in connection with the cytopathology test, identified any abnormal cytopathology.

Laboratory Facility Provider will comply with the following protocols:

1. Follow approved billing procedures of Medica.

2. Obtain prior authorization for certain Laboratory Health Services as defined by Medica. Prior authorization is not a guarantee of payment.

3. If applicable, provide Laboratory Health Services pursuant to a medical treatment plan by and under the direction of a physician, pursuant to the Member's Benefit Contract. In the event of a medical emergency, a medical treatment plan and prior written authorization will not be required.

4. Be bound by Medica's Administrative Requirements, including Administrative Requirements pertaining to Medicare, Medicaid and state government program products, and be bound to the service, access and quality standards, as modified from time to time by Medica and communicated to Laboratory Facility Provider under the terms and conditions of the Agreement.

5. Refer Members only to other Participating Providers, including hospitals and other facilities, unless otherwise authorized by Medica pursuant to the Member's Benefit Contract or required by state law[1].

6. If the Member's Benefit Contract is one that requires the Member to receive all or any Laboratory Health Services from or upon referral by a primary care physician, the following additional protocols must be adhered to when those Laboratory Health Services are rendered:

[1] 36 O.S. 2011, Section 6055

(a) Referrals to other Participating or non-Participating Providers must first be authorized by the Member's primary care physician; and

(b) Laboratory Health Services must be provided pursuant to the terms and limitations of the Referral Authorization Form issued by or on behalf of the Member's primary care physician.

Laboratory Facility Provider will comply with all reasonable protocols adopted by Medica. In the event Medica adopts any additional or revised protocols, Medica will communicate such additional or revised protocols to Laboratory Facility Provider forty-five (45) days prior to their adoption and permit Laboratory Facility Provider forty-five (45) days to comply with such additional or revised protocols, unless a longer period of time is agreed upon by both parties.

Failure to comply with the protocols of Medica is considered a material breach of the Agreement.

REV 8/2021