

## *New Billing Vendor*

Ascension Michigan Laboratory Services at **Ascension** is pleased to announce its transition to a new billing vendor, McKesson Revenue Management Solutions. Effective March 1, 2017, McKesson Revenue Management Solutions will perform all billing-related functions for St. John Providence Laboratories Outreach Program.

This transition will allow for improved billing services for our patients, clients and organization. To insure the best transition, it is imperative that complete demographic, insurance and diagnosis information is submitted with each laboratory requisition. It is important to understand that McKesson Revenue Management Solutions does not have historical patient data; therefore the information submitted from your office will directly impact the billing outcomes for our patients.

Below are helpful tips to ensure appropriate data is being submitted with each laboratory order:

**Provide complete and current demographics to include:**

- ◆ Correct spelling of patient name, DOB, gender, address and telephone number
- ◆ A copy of the patient's valid driver's license is also desired

**Provide complete insurance information on the requisition or provide copies of the front and back of insurance card(s).** If completing the manual requisition with insurance information, the following is required:

- ◆ Name of insurance provider, contract/policy number, group number, subscriber name and guarantor name (if different from the patient)

**Provide ICD-10 diagnosis codes that are appropriate for the services requested and meet medical necessity.**

The following short cuts are not acceptable:

- ◆ Indicating "Same as before" in the insurance section of the manual requisition
- ◆ Indicating the insurance provider name without the contract/policy number and group number
- ◆ Indicating a contract/policy number without providing the name of the insurance provider
- ◆ Excluding the patient's address, when a copy of the driver's license is not provided.
- ◆ Using previous medical records numbers

If you have any questions or concerns, please reach out to your Client Account Specialist or the Ascension Michigan Laboratory Services-Support Services at (800) 863-5959.