

MEMO

TO: CCLS Outreach Clients

FROM: CCLS

DATE: 8/17/2023

SUBJECT: Outpatient Laboratory Orders

First, we want to thank you for your business. With growing complexities from laboratory outreach orders, inpatient/clinical needs, and billing challenges, we are making some changes within our collection sites. We are hoping the practice changes will enhance and support our staff workflows as well as provide some patient satisfaction with shorter wait times, etc.

Beginning last week, we began to limit, with the intent to eliminate, unscheduled walk-in outpatient orders. Our purpose is to be able to make sure provider credentialing is up to date and that we have the correct diagnosis codes for the tests being ordered. We cannot do this if the patient walks in and we do not have the time to vet the orders and diagnosis codes. Another request is to make sure the diagnosis codes are coverable to prevent the back-and-forth phone call attempts to cover the tests your sites are needing.

Our ask of you is to provide us with orders in advance and to have your patients make an appointment on our laboratory collection schedules.

The Customer Contact Center can make an appointment at any of our CentraCare laboratory locations at 320-200-3200.

Fax numbers for advance orders are listed below for the main laboratory locations within the St. Cloud area:

- CentraCare Plaza: 320-229-5161
- CentraCare Clinic (CCC) RiverCampus Drawsite: 320-240-2826
- CCC Sartell, Southway, Clearwater and Cold Spring: 320-257-1733
- CCC Northway: 320-240-3131

Thank you.

Questions can be directed to:
Melissa Schmidt, Manager of Laboratory Business
320-251-2700, ext. 57252
schmidtm@centracare.com