



March 21, 2018

Dear OSPHL Clients,

Over the past several months, the Oregon State Public Health Laboratory (OSPHL) has been working to change some processes for receipt of payments, required by the Oregon Department of Treasury. In addition, we have some general billing updates for you. Please review the details below and forward this notice to interested individuals in your facility.

Changes for Check and Credit Card Payments

Checks:

Beginning with invoices sent in April 2018 (for March 2018 services), payments by check will be made the following lock box address:

Oregon State Public Health Laboratory
PO Box 4502
Portland, OR 97208

This address should only be used for communicable disease testing services payments.

The old lock box address will be inactivated. Always make payments to the address on your invoice cover page.

Credit Cards:

Please continue to call Public Consulting Group (PCG), the OSPHL billing vendor, at 844-300-5044 (toll free) to make a credit card payment. Starting with payments made starting April 1, 2018, your credit card payment will be made to a State of Oregon account and your credit card statement will reflect this change to the payee.

A revised W-9 is included with this message for those organizations that need this record.

Requesting Adjustments to Invoices

General Adjustments:

When requesting adjustments to your invoice, please complete the following steps.

1. Use the Claim Adjustment Form included with your invoice, preferably typed. Please fill in as many fields as possible. If you would like an electronically fillable version of this form, visit www.healthoregon.org/phlbilling.
2. Mark the invoice detail with the claims you have requested be removed from your invoice.

3. Submit your payment with each of the above documents. When the two are submitted separately, payment posting may not occur timely.

We recognize some facilities do not send patient information to your Accounts Payable departments. If this is the case for you, fill in only the minimum required fields on the Claim Adjustment Form and forward it with your payment if you are able.

If you submit an adjustment and PCG bills the payer for the services, the charge may appear on your invoice at a later date if the claim is subsequently denied.

Family Planning (FP) Modifier:

If your facility has billed your charges using the FP modifier, we can do the same for laboratory services. Please complete the Claim Adjustment Form included with your invoice to request the claim be billed with this modifier.

Insurance Contracting Update

The OSPHL continues to research options for contracting with priority payers in Oregon. Unfortunately, many payers are not permitting new labs, including the OSPHL, into their provider networks at this time. We are aware that this is a challenge for both the lab and your facilities and apologize for this inconvenience.

As stated in previous letters, your facility is responsible for payment if reimbursement cannot be obtained by the OSPHL due to contracting or claim denial related to information provided by your facility.

Invoice Delivery Option

All invoices default to being mailed to submitting facilities. PCG provides the option for facilities to receive invoices via secure e-mail transmission instead of by mail. Invoices are available in either PDF or Excel formats. If you choose this option:

- E-mails containing invoices must be opened with 14 calendar days. If the e-mail remains unopened after 14 days, the message is locked and cannot be opened.
- If your messages remain unopened for a few months, we will be unable to continue to e-mail invoices and will mail them instead.
- Your facility is responsible for notifying the OSPHL or PCG of any staffing changes that may cause e-mailed invoices to no longer be opened.

If you are interested in this option, please contact the OSPHL Client Services Coordinator to provide the e-mail address to which you would like invoices delivered.

Website Update

Recent changes and information about the OSPHL billing processes and capabilities is posted on the OSPHL website at www.healthoregon.org/phlbilling. This website was recently updated to address common questions, including billing processes and which insurances the OSPHL can bill. If there is information you would like to see added to this page, please contact the OSPHL Client Services Coordinator.

Finally, the OSPHL continues to work with PCG to improve timeliness of follow up and availability of staff to address questions about invoices. For concerns not being addressed by the billing vendor, please contact the OSPHL.

Please direct questions about this notice to the OSPHL Client Services Coordinator, at 503-693-4124.

Sincerely,

John Fontana
Director, OSPHL

Cheryl Carlisle
Revenue Cycle Director, PCG