



*The ADP Service Provider Network Newsletter is a quarterly publication focusing on providing our valuable Provider Network with the latest news and insight from ADP.*

*The newsletter is designed as a means of communicating changes, distributing helpful information, and answering commonly asked questions.*

*Feedback and newsletter article suggestions are welcome.*

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## Common Issues That Delay Payment to Service Providers

ADP would like to express our thanks to you, our Provider Network, for your support. We appreciate all that you do to help us service our clients.

To help us service clients even better and to help expedite payment to providers, listed below are simple things that can be done to prevent the most common issues from occurring. These guidelines must always be followed. Not only will this assist our Tracking and Accounting departments, but it will also ensure that service providers are paid correctly and in a timely manner.



♦ All exam results, including chest x-ray, should be sent out the day of the exam.

- ♦ Chest x-rays should not be sent to a clinic radiologist to be read, but instead should be sent with exam results.
- ♦ For U.S Department of Transportation (DOT) exams, drivers should be disqualified (or a limited card may be issued if appropriate) and sent to ADP the same day, not put on 'Medical Hold' until required information is received.
- ♦ Complete correct expiration date on DOT card/Medical Examiners Certificate.
- ♦ Check off "wearing corrective lenses" only when necessary.
- ♦ Do not check off "Qualified by operation of 49 CFR 391.64" on the DOT card when driver does not need a vision or diabetes waiver.
- ♦ Before a driver leaves the clinic, make sure he or she signs the DOT card/Medical Examiners Certificate.

## Guidelines for Faxing Paperwork

We have been experiencing issues recently where providers are not faxing collection paperwork appropriately.

Correct guidelines for submission of collection paperwork to ADP includes the Service Provider first faxing the MRO Copy of the Chain of Custody Form (CCF) to the appropriate MRO listed on the CCF, then providing a copy of the CCF (and Alcohol Testing Form (ATF) if applicable) to ADP along with an invoice for the services performed.

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# ADP Accounts Payable Invoicing Tips

## Clearly Marking Information on Invoices Helps Expedite Payment by ADP

The Accounts Payable Department at ADP Screening and Selection Services has been working hard to ensure timely and accurate payments to all our National Network Providers. You can assist our accounting team by reviewing your billing process to verify that the information needed for expedited payment is readily available on your invoices. **ADP needs the following information clearly marked on all invoices:**

- ◆ Date of Service
- ◆ Examinee Name
- ◆ Unique Employee Identification Number
- ◆ Type of Service Rendered
- ◆ Scheduled Associated Fees

Note that if your facility bills under a corporate name other than that of the facility providing the services, this should also be clearly marked on the invoice. Please take a moment to confirm that your invoicing systems include the new address for ADP billing. The new mailing address for ADP SASS Accounts Payable is 301 Remington Street, Fort Collins, CO 80524.

The ADP authorization form is a great tool not only for determining services

requested, but can also assist your billing department. Please remember that only authorized services listed on the authorization form will be ADP SASS responsibility. Any changes in fees should be directed to the ADP SASS Vendor Management Department at (800) 318-0429.

At ADP Screening and Selection Services, our commitment to quality applies to all our providers as well as to our clients.

### Please include the following on all invoices:

- ◆ Date of service
- ◆ Examinee name
- ◆ Unique employer ID number
- ◆ Type of service rendered
- ◆ Scheduled associated fees

# Substance Abuse Collection Alternatives

## Growing Need to Find Unique Ways of Supporting DOT Testing

Imagine yourself driving down the interstate, when you suddenly realize that right next to your vehicle is a large semi truck. The notion that inevitably crosses your mind is that one poor judgment call or one mistake by the truck driver or a nearby driver could lead to both disastrous and deadly results.

There are currently 10 million DOT registered drivers on our highways and interstates. Our way of life is dependent on these men and women who are supplying our stores with goods and keeping our cars moving with fuel. The requirements established to confirm the health and suitability of these individuals for this responsibility are stringent.

Drivers testing under the DOT program do not work standard 9 a.m. to 5 p.m. workdays, but instead require support 24 hours a day, 7 days a week. When the rest of America goes home at night, many of these individuals are still on the road and therefore require the support of other industries, including flexible access to substance abuse collection providers.

Many providers have been listening to this critical need for flexibility within the industry, and as a result, have developed ways to participate in keeping our roads safe. One solution includes having the facility's answering service screen incoming calls for collection requests. The donor can then meet a

provider representative at a collection facility and proceed with the required testing. Another solution involves providers establishing on-call collectors who are available at any time to meet potential donors at the driver's location for the required testing. Some providers are also extending business hours at various locations.

**Has your facility decided to support this growing demand by supplying alternatives for collections?** If so, please be sure to notify the ADP Screening and Selection Services Vendor Management Department at (800) 318-0429.

## Full Color Version of Collector Newsletter Available Online

The full color version of the ADP Collector Newsletter is available in Portable Document Format (PDF) format each quarter at <http://www.adp-ohs.com>. The website PDF version of the newsletter can be easily shared via email, either by saving the PDF or forwarding the URL, and is also in a convenient location for future reference.



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# Perform The Perfect Collection Every Time by Avoiding The Following Common Hair Testing Errors

As you know, cancelled tests result in serious repercussions for our client and the pre-applicant being tested. The following are the most common mistakes that cause a hair test to be cancelled:

## 1 QUANTITY NOT SUFFICIENT

The sample should be ½ inch wide by 1 strand deep when laid flat across your finger. If the subject's hair is less than one inch long, or is very thin or fine, more hair will need to be collected to ensure the sample meets the required testing weight.

## 2 MIXING BODY HAIR WITH HEAD HAIR

Absolutely under no circumstances should you mix body hair with head hair. However, body hair from various areas can be mixed. For example, you can mix arm, under arm, leg and chest

hair, but in no way should you mix head hair with body hair.

## 3 BAR CODE FROM CCF NOT TRANSFERRED TO SAC

Remember to peel off the bar code from the CCF and place on the Sample Acquisition Card (SAC). The bar code is located near the bottom of Copy 1 of the CCF.

## 4 NO IDENTIFYING INFORMATION ON THE SAC

Remember to take the time to complete all the information required on the SAC.

### The following are additional mistakes that result in a cancelled test:

- ♦ Collector did not sign the CCF and SAC
- ♦ Subject ID number is not on the CCF and SAC
- ♦ Name of test subject is written on the Lab Copy of the CCF or the SAC

- ♦ SAC or collection pouch is not sealed properly
- ♦ Sample is submitted with root ends too misaligned to run
- ♦ A braid or dreadlock is submitted

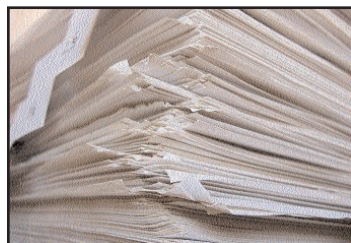
Cancelled hair tests result in serious repercussions for our clients and the pre-applicant being tested. For example:

- ♦ A new test has to be rescheduled
- ♦ A new specimen has to be collected and processed
- ♦ The applicant and the client are faced with additional delays in the new hire process
- ♦ New hire candidate may miss the assigned training class and possibly the job opportunity

By following the instructions outlined in the Psychomedics training manual and avoiding the above-mentioned mistakes we will achieve the "Perfect Collection, Every Time."

## ADP Security Measures Taking Steps to Maintain Security of Clients' Personal Information

ADP considers the security of all of our clients' personal information and data to be the top priority in providing premier services, and as a result, has a number of safety measures implemented to safeguard client data. It is critical that members of our Provider Network also take steps to protect sensitive information. What one individual might view as useless information, another might see as a passport into someone's financial future.



limited to only those individuals that require the data to complete the required transaction, testing or service. Any documentation containing such data should never be thrown in the trash. Federal law requires that reasonable measures be taken to protect sensitive information such as patient records and notes against unauthorized access.

### Proper Disposal Methods

According to the Federal Trade Commission (FTC), proper disposal methods may include "shredding, burning or pulverizing" papers that contain personal information. In addition, electronic information containing consumer information must be destroyed or erased so that the information cannot be reconstructed.

### Safe Methods of Faxing Documents and Confirming Identity

When requested to fax documentation containing sensitive data, ask if the fax is a secure line. Most companies can confirm identification with only the last four digits of a Social Security number, thus again reducing the risk of exposure.

According to the Federal Trade Commission, of the 635,000 consumer complaints filed in 2004, over 39% involved identity theft. Most medical providers have changed their procedures to accommodate the requirements of the Health Insurance Portability and Accountability Act (HIPAA). HIPAA requirements are available at [www.hipaa.org](http://www.hipaa.org), and for more information on the FTC's report, you can visit [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

# Substance Abuse Testing Education is Key to Successful Collections

Substance Abuse Testing is a rapidly growing industry. Increasingly, employers are implementing both mandated and non-mandated programs as part of their recruitment and employee retention programs. Employers across America have a vested interest as a large percentage of abusers are employed within the workforce today, affecting both productivity and safety. In response to employer concerns, substance abuse screening and breath alcohol testing are rapidly growing in demand. These screens are being requested across the country in both rural and urban areas alike.

ADP is looking for medical providers who have adapted to this rapidly growing demand for "The Perfect Collection Every Time." Finding qualified collectors is a high priority for most employers and for ADP when administering substance abuse programs. To reduce the risk to companies and to ensure compliance with regulatory requirements, accurate collections are a must. Simple errors in a collection can result in cancelled tests, hinder result reporting, and may delay the detection of abuse.

## Education is the Key to Success

1. Know whether your facility staff is trained in the Department of Transportation (DOT) collection process and adhere to the standard for collections even in non-mandated collection events.
2. Keep a copy of the DOT substance abuse collection requirements somewhere easily accessible by staff members so it can be utilized as a reminder of all the correct steps to be completed. Accurate procedure is a must if the collection is to be successful.
3. If there is a question regarding a collection, train personnel to refer to the employer's protocol for substance abuse collection. This will answer many questions, and may also help refresh the collector's knowledge of the employer's various programs.
4. Testing authority should always be confirmed and the correct Chain of Custody form utilized in the collection. In the event that it is unclear or if questions remain, a call to ADP Screening and Selection Services would be appropriate.

Most errors in collection are the result of a lack of knowledge of the employers programs at the time of collection, followed by mistakes in completing the Chain of Custody form. A simple second look at a Chain of Custody before finishing the collection process and releasing the donor can aid in catching those mistakes. The buddy system is a good way of verifying that all is in order, and may help with catching simple omissions such as signature and collection information so they can be corrected before the donor leaves the facility.

Fax the MRO Copy of the COC to the medical review office immediately after collection and confirm the transmission. This step will provide another opportunity to ensure that the collection process has been completed successfully, and that results reporting and your invoice payment can be accurate and timely.

For more information regarding ADP Screening and Selection Services programs and procedures, please contact our Vendor Management Department at (800) 318-0429.

# Quick Guide to Diabetes in DOT Drivers

## Known Non-Insulin Dependent Diabetes

If the urine dip stick test is positive for glucose, the driver is a known diabetic under treatment (diet and/or oral hypoglycemic medication only), and the driver meets other qualification criteria:

- ♦ A Medical Examiner's Certificate (MEC or "DOT card") can be issued for thirty days.
- ♦ During this time the driver must submit a fasting blood glucose result of less than 180 and hemoglobin A1c less than 8.
- ♦ Once the requested information is provided, a one year DOT card can be issued from the date of the exam.

## No Prior Diagnosis of Diabetes

If the urine dip stick test is positive for glucose, there is no prior history of diabetes, and the driver meets other qualification criteria:

- ♦ A two year DOT card may be issued if a fingerstick blood glucose (FSBG) at the clinic is within normal limits, (<126 fasting, <140 random).
- ♦ If FSBG testing is not available, a DOT card can be issued for thirty days, during which time the driver must submit a fasting blood glucose test result from a medical provider.
- ♦ If the blood glucose is within normal limits, (fasting <126 or random <140), the driver can receive up to a two year DOT card from the date of the exam.

If diabetes is then diagnosed, the driver has been placed on a treatment regimen, and two blood sugar results on separate days are <180:

- ♦ A three month DOT card can be issued.
- ♦ The results of a hemoglobin A1c test must be obtained before the three month card expires.
- ♦ When a hemoglobin A1c result of less than 8 is received, up to a one year DOT card should be issued.

**All diabetics, including those who are well controlled, should be given no more than a one year DOT card.**