

Laboratory Services Newsletter

FEBRUARY 2023

In-Network and Out-of-network Medicaid Plans for Nationwide Children's

Effective February 1, 2023, the Ohio Department of Medicaid will launch a new phase of its "Next Generation" Medicaid managed care program. Seven managed care plans will now provide health insurance coverage for Ohio residents who are Medicaid members, among other changes.

As of Feb. 1, Anthem Blue Cross Blue Shield of Ohio's Medicaid plan will be out-of-network for Nationwide Children's Hospital.

Note that this only applies to children covered by Anthem's Medicaid plan. **Nationwide Children's remains in-network for children who are covered by Anthem's commercial plan.**

Nationwide Children's believes that children's health is the most important consideration, and we are committed to providing care for all children covered by Medicaid. We are continuing to negotiate with Anthem, and we will continue to provide services for children and families covered by Anthem in the immediate future.

Nationwide Children's remains in-network for Aetna (OhioRise) behavioral health coverage, as well as the other six Ohio Medicaid managed care plans:

1. AmeriHealth Caritas Ohio
2. Buckeye Health Plan
3. CareSource Ohio
4. Humana Healthy Horizons
5. Molina HealthCare of Ohio
6. UnitedHealthcare Community Plan of Ohio

To ensure that your patients can access all the care they need from Nationwide Children's Hospital and its providers going forward, consider communicating this information directly to your patient families on Medicaid. They have the opportunity to change plans until May 1, 2023 (90 days after the launch of Next Generation). In some cases, they will be able to change plans after that date. They can review coverage and make changes by visiting OhioMH.com or by calling 800-324-8680.

New Supply Order Forms

We have updated our supply order forms on our website. The form is identical except that we have now included an account code. This enhancement will help us to better track your order! The account code can be found on your Requisition or will be supplied by your sales representative. Please make sure you go to our website, NationwideChildrens.org/Lab and follow the link for client supplies and make a new bookmark!

For more information about these updates, please contact Nationwide Children's Laboratory Client Services at (614) 722-5477 or (800) 934-6575.

How to Decrease Testing Delays on Your Patient's Lab Orders

Be mindful to review sample labels and test requisitions for completeness and accuracy prior to sending your patient specimens to our lab. Missing information will result in a phone call to your office staff requesting the missing information and may delay testing, and release of results to the provider.

On the sample label there must be two unique identifiers:

1. **Patient's full legal name** – complete first and last names correctly spelled
2. One of the following **unique identifiers**: Patient's Date of Birth, Patient's Client ID, NCH Medical Record Number or Requisition Barcode Label

Manual, EMR, and Lead test requisitions require the following information:

1. **Patient's full legal name** – complete first and last names correctly spelled
2. **Date of birth**
3. Record **collection date and time** on the test requisition
4. **Initials** of the person collecting the specimen on the test requisition (*using RN, MD, MA, etc, only is unacceptable*)
5. **Source** of specimen if indicated on the test requisition
6. **Physician's Signature** with the exemption of an EMR requisition (*Requisition must be signed by an authorized provider. The identity of the authorized provider must be evident.*)
7. Test requisitions must have a complete **ICD-10 code** or **written description of diagnosis**
8. Make a copy of the **patient's demographic sheet** and both sides of the insurance card and send with the test requisition. If your office does not have demographic sheets, please fill out the demographic section of the test requisition.
9. Tests to be performed clearly marked beside each test name or printed under **Other Tests**. (*Please do not overlap your check mark so that it may be mistaken to include tests above or below the test wanted.*) If using an EMR requisition, clearly list all testing.

How can Nationwide Children's Laboratory Services help your practice?

- Pediatric pathologist consults on lab results
- Wide acceptance of insurance plans
- Pediatric reference ranges
- Services to enhance the laboratory process in your practice
- Interface compatibility with provider EMR systems

If you would like to become a client or learn more information about Nationwide Children's Laboratory Services, contact us at (800) 934-6575 or visit our website at NationwideChildrens.org/Lab. Would you like to receive the Nationwide Children's Laboratory Services Newsletter electronically? Please e-mail us at LaboratoryServices@NationwideChildrens.org and let us know!