

ELABORATIONS

News and Issues for Washington's Clinical Laboratories

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2017 Medical Test Site License Renewal Instructions

by Susan Walker, Department of Health/LQA

Current medical test site (MTS) licenses expire on June 30, 2017. The MTS rules require licensees to submit the license renewal fee a minimum of 30 days before the expiration date of the license. During this renewal period, there are to be many changes in ownership and operation of laboratories across the state. Please call 253-395-6746 if you are not sure if you need to renew your current license or need to apply for a new license.

2017 MTS license renewal process for all laboratories:

- We will mail a notice to renew fee statement for the two-year relicensing period to your facility on April 1.
- Review and update the pre-printed information on both sides of the statement. See below for a description of the pre-printed information found on the statement.
- Return your updated statement with your payment to the address on the form.
- We will send your updated license to the mailing address shown on the bottom left of the front of the statement.

Contact Customer Service at 360-236-4985 or the Laboratory Quality Assurance (LQA) Office at 253-395-6746 if:

- You need to change your license type if:
 - You now perform PPMP testing and you currently have a Certificate of Waiver license.

- You now perform only waived tests and you currently have a PPMP license.
- You perform tests not classified as waived or PPMP. Click [here](#) for a current list of waived and PPMP tests
- You no longer perform any moderate- or high-complexity testing that applies to MTSC or MTSA licenses.
- Your accreditation status has changed - MTSC or MTSA.
- If you no longer need an MTS license because you no longer perform any PPMP, waived, moderate-, or high-complexity testing or you retired. If the office is closed, please write "close" on the renewal statement with your reason for closing and mail back to the address on the form.

continued on page 2

Inside This Issue

2	2017 MTS License Renewal Instruction, cont'd
3	Washington's Laboratory Complaint Process
3	WADOH Communicable Disease Epi New Fax #
4	Communicable Disease Epi New Fax #
4	Calendar of Events

Practice Guidelines

The following practice guidelines have been developed by the Clinical Laboratory Advisory Council. They can be accessed at the [LQA website](#).

Acute Diarrhea	Lipid Screening
Anemia	PAP Smear Referral
ANA	Point-of-Care Testing
Bioterrorism Event Mgmt	PSA
Bleeding Disorders	Rash Illness
Chlamydia	Red Cell Transfusion
Diabetes	Renal Disease
Group A Strep Pharyngitis	STD
Group B Streptococcus	Thyroid
Hepatitis	Tuberculosis
HIV	Urinalysis
Infectious Diarrhea	Wellness
Intestinal Parasites	

2017 MTS License Renewal Instructions, cont'd from page 1

Pre-printed information found on notice to renew fee statement:

Make sure you check the information pre-printed on the form for accuracy. The information on the statement is entered into the MTS computer system and into the Centers for Medicare & Medicaid Services (CMS) computer system. The information in the CMS database is accessed by government reimbursement agencies such as Medicare and Medicaid, who use the information to reimburse provider medical claims. Inaccurate information may jeopardize your reimbursement for laboratory testing from Medicare and Medicaid.

Pre-printed information from the front side of the notice to renew fee statement:

- MTS license type and number
 - o MTSW (Certificate of Waiver)
 - o MTSP (Provider Performed Microscopic Procedures)
 - o MTSC (Categorized – inspected by Laboratory Quality Assurance staff)
 - o MTSA (Accredited – inspected by accreditation agency staff)
- Name of facility: The name listed should be the name you routinely use to identify your facility.
- Address information:
 - o Mailing Address (lower left of card)

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Website access:

[Department of Health](#)
[Laboratory Quality Assurance](#)
[Public Health Laboratories](#)

- o Site Address: This is the physical location of the facility.
- Telephone number: Be sure the area code and phone number are correct. Add the number if it is not listed.
- Fax number: Be sure the area code and fax number are correct. Add the number if it is not listed.

Pre-printed information from the reverse side of the notice to renew fee statement:

- Owner federal tax ID number (EIN): This should be the number used for tax reporting purposes. When a facility originally applies to an insurance company for reimbursement eligibility, the insurance company requires a tax ID number.
- Owner name: The name of the owner registered with the Washington State Department of Revenue or secretary of state.
- Personnel: Verify or add the information for the following categories:
 - o Lab director: director of the laboratory. Complete the [Credential Status Change](#) if there is a new director,
 - o Lab contact: full name of the person we can contact to verify information about the facility, to schedule on-site inspections, and discuss problems.
 - o Microbiology contact: supervisor of the microbiology department. In addition, list the name and e-mail address for the alternate microbiology contact person.
- Email address: Please list an email address, if available, for the personnel categories listed above.

Questions?

Please call Customer Service (360-236-4985) or the LQA Office (253-395-6746) with any questions you have on the license renewal process, or completing the renewal form. It is better to call than to provide incorrect information.

Washington's Laboratory Complaint Process

by Susan Walker, Department of Health/LQA

The Laboratory Quality Assurance (LQA) office investigates all relevant complaints concerning laboratories licensed under the medical test site (MTS) law. The office doesn't investigate complaints about OSHA/WISHA concerns, or billing issues. It also doesn't investigate complaints against healthcare professionals, but the filing process is the same with access to the form through the [Washington State Department of Health website](#).

LQA asks that complaints be put in writing outlining the specific details of the issue(s). We don't require the complainant's identity. Washington State has a whistleblower law to protect employees who file complaints. If the complainant prefers anonymity, we won't record names or identifying information but the investigation may not be as successful.

How to file a complaint: Use these contact options to file a complaint about a laboratory, hospital, pharmacy, other licensed facility, or licensed professionals.

Complaint Hotline:	1-800-633-6828, available 24 hours a day, seven days a week
Phone:	360-236-4700
Fax:	360-236-2626
E-mail:	HSQAComplaintIntake@doh.wa.gov
Mail:	Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857

The complaint process information and forms are on the Washington State Department of Health website. See "For health facility complaint information and forms."

A link to the complaint process is on the [LQA website](#). Under "**We can help you;**" select the "File a Complaint" option. Select the "For health facility complaint information and health facility complaint forms" option on the next screen.

You may also file a complaint by printing and completing the Complaint Form (see above for information on how to access the form). Mail to:

Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857

What happens next? Once we process the initial complaint, it goes to the specific office responsible for inspecting that type of facility. An acknowledgement letter also goes to the person filing the complaint. This letter contains a case number to use when communicating with our office about the complaint.

We evaluate and prioritize every complaint by its potential effect on consumers, residents, or patient health and safety. If we conduct an investigation, it may include an on-site unscheduled visit, interviews, and records review. When the investigation is complete, we send a letter to the person filing the complaint. State regulations do not allow the release of the investigation materials until the investigation is complete.

WADOH Communicable Disease Epidemiology New Fax Number

The Washington State Department of Health's Office of Communicable Disease Epidemiology has a new fax number.

- Please switch to the new fax number, 206-364-1060 for notifiable condition reports and other laboratory results of public health importance.
- The old fax number 206-418-5515 will continue to work temporarily but is being phased out.
- If your fax fails with 206-364-1060, please notify the office at: 206-418-5500.
- Please feel free to pass the new fax number to any of your public health and healthcare partners.

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Calendar of Events

Training Classes:

[2017 ASCLS-WA Spring Meeting](#)

April 27-28

Kennewick

[2017 Northwest Medical Laboratory Symposium](#)

October 18-21

Lynnwood

[24th Annual Clinical Laboratory Conference](#)

November 13

Tukwila

Contact information for the events listed above can be found on page 2. The Calendar of Events is a list of upcoming conferences, deadlines, and other dates of interest to the clinical laboratory community. If you have events that you would like to have included, please mail them to ELABORATIONS at the address on page 2. Information must be received at least one month before the scheduled event. The editor reserves the right to make final decisions on inclusion.



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