

2024 New Clinic Lab Launch (TO-501)

[TO-512] San Diego, CA -Clinic Lab Launch

Created: 29/Jan/24 Updated: 15/Oct/24 Due: 01/Apr/24

Status:	TICKET RESOLVED																																																																															
Project:	Technology Operations Board																																																																															
Components:	None																																																																															
Fix versions:	None																																																																															
Parent:	2024 New Clinic Lab Launch																																																																															
Type:	Clinic Launches	Priority:	Medium																																																																													
Reporter:	Automation for Jira	Assignee:	Solounge Bowen																																																																													
Resolution:	Unresolved	Votes:	0																																																																													
Labels:	ChangeHealth																																																																															
Σ Remaining Estimate:	0 minutes	Remaining Estimate:	0 minutes																																																																													
Σ Time Spent:	40 minutes	Time Spent:	40 minutes																																																																													
Σ Original Estimate:	Not Specified	Original estimate:	Not Specified																																																																													
Attachments:																																																																																
Issue links:	<div>Blocks</div> <div>blocks TO-1745 Provider Ticket - Unable to prescribe... TICKET RESOLVED</div> <div>blocks TO-2296 CHC: Unable to test order through San... TICKET RESOLVED</div> <div>Relates</div> <div>relates to TO-561 Request Test Panels to be built TICKET RESOLVED</div> <div>relates to TO-1965 Add San Diego Users to Change Healthc... TICKET RESOLVED</div> <div>relates to POPS-1008 San Diego, CA (4/1) In Progress</div>																																																																															
Sub-tasks:	<table><thead><tr><th>Key</th><th>Summary</th><th>Type</th><th>Status</th><th>Assignee</th></tr></thead><tbody><tr><td>TO-541</td><td>Create consents and their to-do's</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr><tr><td>TO-542</td><td>San Diego-Sign contract to order lab ...</td><td>Sub-task</td><td>Rejected</td><td>Solounge Bowen</td></tr><tr><td>TO-543</td><td>Kick off Endo Lab Launch Worklist</td><td>Sub-task</td><td>Rejected</td><td>Solounge Bowen</td></tr><tr><td>TO-544</td><td>Add Azalea identifiers for Location &...</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Jainea Williams</td></tr><tr><td>TO-545</td><td>Complete ID.me and CHC setup for prov...</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr><tr><td>TO-546</td><td>Launch Change Healthcare setup for eRx</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr><tr><td>TO-547</td><td>Launch Change Healthcare setup for eL...</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr><tr><td>TO-548</td><td>Contact Lab to setup contract and obt...</td><td>Sub-task</td><td>Rejected</td><td>Solounge Bowen</td></tr><tr><td>TO-550</td><td>Orchard Kick Off Meeting to confirm S...</td><td>Sub-task</td><td>Rejected</td><td>Solounge Bowen</td></tr><tr><td>TO-552</td><td>Document which PC the ODE is on and h...</td><td>Sub-task</td><td>Rejected</td><td>Solounge Bowen</td></tr><tr><td>TO-559</td><td>Add Facility OJID / CHC Facility Iden...</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr><tr><td>TO-560</td><td>Add Ephemeral User Access</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr><tr><td>TO-561</td><td>Request Test Panels to be built</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr><tr><td>TO-562</td><td>Provide CHC Unique Prefix</td><td>Sub-task</td><td>TICKET RESOLVED</td><td>Solounge Bowen</td></tr></tbody></table>	Key	Summary	Type	Status	Assignee	TO-541	Create consents and their to-do's	Sub-task	TICKET RESOLVED	Solounge Bowen	TO-542	San Diego-Sign contract to order lab ...	Sub-task	Rejected	Solounge Bowen	TO-543	Kick off Endo Lab Launch Worklist	Sub-task	Rejected	Solounge Bowen	TO-544	Add Azalea identifiers for Location &...	Sub-task	TICKET RESOLVED	Jainea Williams	TO-545	Complete ID.me and CHC setup for prov...	Sub-task	TICKET RESOLVED	Solounge Bowen	TO-546	Launch Change Healthcare setup for eRx	Sub-task	TICKET RESOLVED	Solounge Bowen	TO-547	Launch Change Healthcare setup for eL...	Sub-task	TICKET RESOLVED	Solounge Bowen	TO-548	Contact Lab to setup contract and obt...	Sub-task	Rejected	Solounge Bowen	TO-550	Orchard Kick Off Meeting to confirm S...	Sub-task	Rejected	Solounge Bowen	TO-552	Document which PC the ODE is on and h...	Sub-task	Rejected	Solounge Bowen	TO-559	Add Facility OJID / CHC Facility Iden...	Sub-task	TICKET RESOLVED	Solounge Bowen	TO-560	Add Ephemeral User Access	Sub-task	TICKET RESOLVED	Solounge Bowen	TO-561	Request Test Panels to be built	Sub-task	TICKET RESOLVED	Solounge Bowen	TO-562	Provide CHC Unique Prefix	Sub-task	TICKET RESOLVED	Solounge Bowen				
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Vendor / Issue Type:	Change Healthcare/Optum, EMR																																																																															
Key Performance Indicator:	Completion and accuracy of records, Data Quality & Safety Improvement, Improved Patient Experience, Improved User Experience, Patient Engagement, Reduction of cost, Reduction of time/workload, Revenue cycle improvements																																																																															
Office/Clinic Location:	CA-06 San Diego																																																																															
Vendor Ticket ID:	Case Number 08973487 -Case Number 08973497/Case Number 09068006/09072186																																																																															

Description

Purpose:

Complete the steps needed for completing a Clinic Launch.

Use Clinic Launch SOP for reference 

[Clinic Launch SOP](#)

[Real Estate Timeline & Updates](#)

<https://docs.google.com/document/d/1vifk1C4LxJxf-X6GArZF5k2fnH6B-bvrx2l9vh-EUDI/edit#heading=h.ujoacexzfm3q>

CHC Updates

Onboarding Cases

- **Labcorp** - ID 08973497 [CURRENTLY LIVE 10/7]
- **Quest** - [CURRENTLY LIVE 8/29]
- **Orchard**- ID 09022927 [REJECTED]
- **Natera**- 09022921 [CURRENTLY LIVE 9/18]
- **Genescreen**- 09068006 [CURRENTLY LIVE 8/26]
 - Submitted a ticket to integrate this into CH

Internal Updates

Lab Updates

- **Labcorp**
 - 10/1- Contacted Erika Leone to have this escalated [PENDING RESPONSE]
- **Quest**
- **Orchard**
- **Natera**
- **Genescreen**
 - 8/26- Teresa requested a test and I am unable to make a order due to an error. Working with CHC to have this fixed
 - Confirmed issue has been fixed with San Diego and go live is set

Lab Updates

Comments

Comment by [Solounge Bowen](#) [26/Feb/24]

Due to CHC recent cyberattack outage, this is postponed until further notice

Comment by [Jainea Williams \(Inactive\)](#) [14/May/24]

Update:

****Karen Oneill left a comment*05/14/2024 09:09:43 AM**

Thank you for submitting your request. The Clinical Exchange team is currently focused on restoration efforts. We'll reach out once we are able to resume (begin) work on t implementation. Thank you, Clinical Exchange Team"

Add A Comment

Comments Thread



Karen Oneill left a comment 05/14/2024 09:09:43 AM

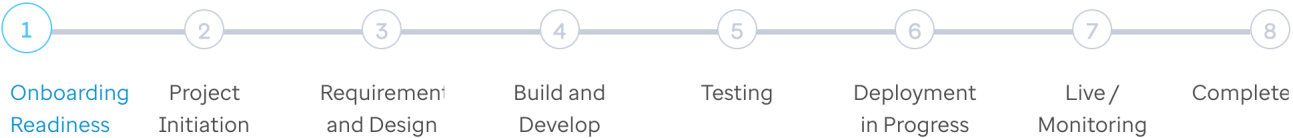
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Thank you,
Clinical Exchange Team


New RX Install Kindbody San Diego

Onboarding Case ID # 08973487

Project Milestones



- Details
- Comments 1
- Attachments 1
- Contacts

Account Name	Product	Case Status	Case Substatus
KINDBODY (KBI SERVICES INC)	Clinical Exchange RX Install	Onboarding Readiness	Pending Project Pre-Requis
Primary Project Analyst	Line of Business	External Reference	Target Date
Karen Oneill	Clinical Exchange Direct	TO-512	 08/07/2024
Provider ID	Last Updated	Primary Contact	
833515408	05/14/2024 09:20:30 AM	JAINEA WILLIAMS	


Comment by [Jainea Williams \(Inactive\)](#) [14/May/24]

Update:

****David Collins left a comment***05/07/2024 05:41:06 PM

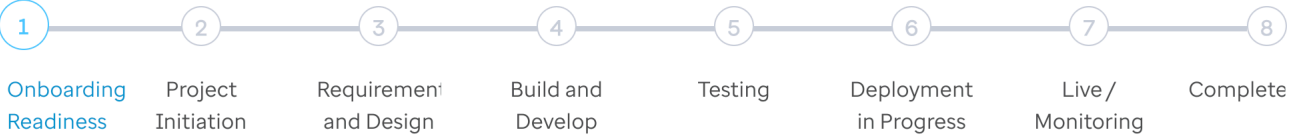
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Comments Thread

 **David Collins left a comment** 05/07/2024 05:41:06 PM

Thank you for submitting your request. The Clinical Exchange team is currently focused on restoration efforts. We will reach out when we are ready to work on implementations.

Thank you,
Clinical Exchange Team




Details

Comments 1

Attachments 1

Contacts


Account Name	Product	Case Status	Case Substatus
KINDBODY (KBI SERVICES INC)	Clinical Exchange Lab Install	Onboarding Readiness	Pending Project Pre-Requisit
Primary Project Analyst	Line of Business	External Reference	Target Date
David Collins	Clinical Exchange Direct	TO-512	 08/07/2024
Provider ID	Last Updated	Primary Contact	
833515408	05/07/2024 05:41:17 PM	JAINEA WILLIAMS	

Comment by Solounge Bowen [12/Jul/24]

Re-assigned ticket to myself. Requested access to Case Number 08973497 from Siraj on the San Diego Lab Install

Comment by Solounge Bowen [05/Aug/24]

Per CHC's response:

 **Siraj Raza left a comment** 07/31/2024 11:19:15 AM

Hi Solounge - My sincere apologies on this. Quest denied my lab approval. I did not realize Kindbody San Diego is a Quest Enterprise/National client id 73944006. The process remains the same with Quest with National (account numbers/client numbers) and Quest requires for any Quest Enterprise/National account approval request, that the practice initiate all implementations directly with their Quest account sales representative. This would be for ALL Quest lab account numbers that start with 73944006. Optum cannot initiate the request on behalf of Kindbody for a Quest Enterprise/National account. Please ask the practice to reach out to their Quest acct sales rep and initiate the request for electronic lab implementation for Quest Enterprise/National client id 73944006 and request that email address: siraj.raza@optum.com is provided to their Quest sales rep. They can cc me on all email correspondence regarding lab approval for Kindbody San Diego 73944006. Once we receive lab approval from Quest, we will forward the final spreadsheet to Kindbody.

Thanks,
Siraj

Next Steps

- I will need to contact Quest initiate the request for electronic lab implementation for Quest Enterprise/National client id 73944006 to have this lab approval sent over to Siraj Raza
 - CHC Email:siraj.raza@optum.com

Comment by Solounge Bowen [05/Aug/24]

Sent an email to Quest team requisition implementation for San Diego



1 of 3,536

Quest National- Kindbody San Diego Implementation

Labs/Quest x



Solounge Bowen <solounge.bowen@kindbody.com>

2:32 PM (0 minutes ago)



to Karen, Belinda, Jasmine, Siraj ▼

Hello Quest Team,

I would like to initiate the request for an electronic lab implementation for Kindbody San Diego. If you could send a lab approval sent over to our Change Healthcare rep siraj.raza@optum.com.

Facility : Kindbody San Diego

Account Type: National/Enterprise

Client ID: **73944006**

THank you

Comment by [Solounge Bowen](#) [26/Aug/24]

I've created a test user within the San Diego market. I've attempted to create a test order however I received a Clinician error. Currently working with CHC to see what is causing the error.

Test Sandy Deigo Email: solounge.bowen+17@kindbody.com

Password: **KindbodySanDiego24!**

MRN: 205256

Link to Patient : [Click Here](#)

Comment by [Solounge Bowen](#) [27/Aug/24]

Per CHC's response:

Raza, Siraj F
to Lisa, me, Siraj, Optum ▼

10:28 AM (15 mins)

Hi Solounge,
Sandy informed she received a support ticket from Optum HD stating ALL users for San Diego are getting an error. When she reviewed the logs for the test user the HD created (**ktestuser**) there is an error with the **organization.get** which indicates Kindbody has the wrong facility objid for this si doesn't appear to be anything wrong with the setup on Optum side.

Please confirm and verify the facility objid for Kindbody San Diego is correct – it should be **4033315614**

Thanks,
Siraj

Upcoming PTO: August 30, September 2

Siraj F. Raza (she/her)
Project Manager, Clinical Exchange | Optum Insight
siraj.raza@optum.com

Solounge Bowen
to Siraj, Lisa, Optum ▼

10:42 AM (1 min)

Hi Siraj,
I was just able to confirm this was the issue I've proceeded to update the Facility OBJID for San Diego. This has fixed the issue, thank you! I will send out the test order now to Quest.

I was able to confirm that the OBJID was blank for San Diego in the KindEMR Facility Identifier which was the cause for the errors. With SST being down that is another field longer able to see right away unless we ask CHC. Will need to ask for an ETA on when SST will be projected to come back up

Comment by [Solounge Bowen](#) [27/Aug/24]

I was able to create a test order for Quest and Natera

Comment by Solounge Bowen [05/Sep/24]

Need to complete :

<https://kindbody.atlassian.net/browse/TO-561>

Comment by Solounge Bowen [01/Oct/24]

Contacted Labcorp rep to have the approval escalated so that it can be successfully be integrated.

Generated at Mon Mar 17 18:29:08 GMT 2025 by Solounge Bowen using Jira 1001.0.0-SNAPSHOT#100282-rev:c25640cf5d9c9b732a2e3790a5dcaa6ff1457b49.