

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:	Not Specified	Remaining Estimate:	Not Specified
Σ Time Spent:	Not Specified	Time Spent:	Not Specified
Σ Original Estimate:	Not Specified	Original estimate:	Not Specified

Issue links:	Blocks				
	blocks	POPS-485	Newport Beach, CA - 10/31/23		In Progress
	Relates				
	relates to	POPS-485	Newport Beach, CA - 10/31/23		In Progress
Sub-tasks:	Key	Summary	Type	Status	Assignee
	TO-1116	Kick off Endo Lab Launch Worklist	Sub-task	TICKET RESOLVED	Krista Laitner
	TO-1117	Add Azalea identifiers for Location &...	Sub-task	TICKET RESOLVED	Krista Laitner
	TO-1118	Launch Change Healthcare setup for eL...	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-1119	Launch Change Healthcare setup for eRx	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-1120	Add Payers to EMR Market	Sub-task	TICKET RESOLVED	Krista Laitner
Vendor / Issue Type:	Change Healthcare/Optum, Launch				
Key Performance Indicator:	Completion and accuracy of records, Data Quality & Safety Improvement, Impact on cost of care, Improved Patient Experience, Improved User Experience				

Description

Questions/Confirmations

1. We are still pending an updated intake form with Labcorp client ids. We cannot request for approval without the client ids.
 - [COMPLETE] Katie confirmed that she will be contacting Labcorp
 - [COMPLETE] Send updated Intake form to Siraj
2. Also, to initiate the approval process with BioReference, BioReference has requested that the client/practice reach out directly to their BioReference sales representative. Please instruct the practice that they should reference Change Healthcare project 1-10400930241. Once we receive the activation form from BioReference, Change Healthcare will proceed with site setup and then forward the setup details to you.
 - [COMPLETE] Katie suggested to send an email to the Bioreference rep in the vendor directory and ask to submit paperwork to initiate interfacing with CHC
 - Since tech is now taking over, your team would want to start sending this. Bioreference is typically the only one we need to reach out to to initiate
 - [PENDING] Waiting for a confirmation from Bioreference that this has been set/sent
 - 1/17- Chris Millin confirmed that paperwork has been submitted for the request
 - [WAITING FOR RESPONSE] 1/27 -followed up with Christ to see if there has been any movement on the paper work request
 -
3. Is the go live for Quest 1/12/2023?
 - [COMPLETE] Solounge to confirm go live date

4. 2/1- Katie confirmed that KB will no longer be testing with SEMA4 and will not be moving forward with setting up their accounts

Questions

5. Will the Tech Ops team be expected to take over contacting labs or should we only be responsible for Bioreference?

1. **The GTM team will continue to contact the labs for initial set up**

Internal Follow Ups

- 10/4 Katie confirmed that Practice Ops would like for 1 provider to be set up in this market so that they can be able to order labs.
- Confirmed on 10/4 that this location is not set up anywhere (EMR, CHC) yet so it'll be impossible to go live with his market and in the meantime the best thing would be setting that provider to the LA market until Newport Beach is ready.
- Jasmine confirmed that Tech Ops will be taking over all CHC Clinic Launch task and will need to regroup with Katie and ask questions about the current workflow before transitioning to TOPS board
- **10/26** - Motta demo'd creating a consent
- **1/12**- is Go Live Date
- Set up Ephemeral users **[TO DO]**

CHC Follow Ups

- **Bioreference**
 - **2/23** Submitted Test Order **BNB3**
 - **2/28** Testing complete and confirmed went live on **2/28/2023**
- **Labcorp**
 - **2/22**- Pending approval **[COMPLETED FOLLOW UP]**
 - **3/7**- Pending approval **[COMPLETED FOLLOW UP]**
 - **Labcorp Request ID** - 721088
 - **Labcorp client id**: 04194630
 - **Project ID #**: 1-10400930241 (**Onboarding Case#** 07960013)
 - **3/9**- Submitted test order Req #:47387455
 - **3/13**- Test has been resulted Accession: 073X9251510
 - **3/15**- Confirmed go live is **April 11, 2023**
- **Labs went live:**
 - Natera, Quest, OrchardKBI ,BioRef

Lab Updates

- **1/27**- Siraj confirmed we are live with Natera, Quest, OrchardKBI. Bioreference still need to send over approval.
 - **Bioreference**
 - **[DONE]** Approval from BioReference - contacted rep **1/31**
 - **2/1**- Chris Milin confirmed paperwork was submitted and confirmed work will begin soon very soon
 - **2/23** Submitted Test Order **BNB3**
 - **2/24** - Confirmed accession #106611192
 - Chris confirm lab went live w/ BioRef on **2/28/23**
 - **Sema4**
 - **[REJECTED]** Approval from SEMA4- contacted rep **1/31**
 - **2/1**- Katie confirmed to no longer set up this account
 - **Labcorp**
 - **[DONE]** Approval from Labcorp- contacted rep **1/30**
 - Followed up **2/7**
 - **2/13**- Cecilia requested KB to sign Fax verification form
 - **2/14** Jasmine S. signed
 - **2/22** - Followed up w/ Cecilia and no response
 - **3/7**- Followed up with Labcorp team
 - **3/9**- Submitted test order Req #:47387455
 - **3/13**- Test has been resulted Accession: 073X9251510
 - **3/15**- Confirmed go live is **March 16, 2023**

References

<https://kindbody.slack.com/archives/C04HEDH4D6Y/p1672956249102559>

https://docs.google.com/spreadsheets/d/1Dtd7ogn19UFLOU34OwJn1GFvjPD9RxyL_o6rswRmiSw/edit?usp=sharing

https://docs.google.com/spreadsheets/d/1ys9X6UsymVHf0EE79tR_5C6NR6p7s7WUUOMCZ9qQpBA/edit#gid=548757508

<https://docs.google.com/spreadsheets/d/1qEEUNvukW-FXq5D5QNs-vSgXu0f6zkAlb9gTySiWt3E/edit#gid=817756777>

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