↳ [TO-874] Bethesda, MD Clinic Launch Created: 14/Dec/22 Updated: 26/Apr/24 Due: 04/Apr/23

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None
Parent:	2024 New Clinic Lab Launch

Type:	Clinic Launches	Priority:	High
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-565	Bethesda, MD (3/28)	To Do
	Problem/Incident			
	is caused by	TO-769	Update Clinic Process SOP	TICKET RESOLVED

Sub-tasks:	**Key**	**Summary**	**Type**	**Status**	**Assignee**
	TO-1127	Create consents and their to-do's	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-1121	Kick off Endo Lab Launch Worklist	Sub-task	TICKET RESOLVED	Krista Laitner
	TO-1122	Add Azalea identifiers for Location &...	Sub-task	TICKET RESOLVED	Krista Laitner
	TO-1128	Complete ID.me and CHC setup for prov...	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-1123	Launch Change Healthcare setup for eL...	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-1124	Launch Change Healthcare setup for eRx	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-1125	Add Payers to EMR Market	Sub-task	TICKET RESOLVED	Krista Laitner
	TO-1126	Add Facility OJID	Sub-task	TICKET RESOLVED	Solounge Bowen
Vendor / Issue Type:	Launch				
Key Performance Indicator:	Completion and accuracy of records, Data Quality & Safety Improvement, Impact on cost of care, Improved User Experience, IT, Reduction of time/workload				

Description

Questions/Confirmations

1. **[COMPLETE]** What is the eRX ticket for? (is this not the same CHC project as we use the intake form and set up for labs)?
    1. **Confirmed a new ticket is not necessary since in the intake for you can select "Yes" for eRx**
2. **[COMPLETE]** What do we do on the intake form if we don't have providers yet?
   https://docs.google.com/spreadsheets/d/1F1Apx0H5yUw1i15Z4BoTGnmnnlUNOkOKMaDPbtaMtYg/edit#gid=0 (asked Katie)
    1. **"Typically on the dev sync doc. I don't think they have hired a full time doc yet. If you pull providers by license, Lynn should have a MD license and you can use her for now!"**
       https://docs.google.com/spreadsheets/d/1YNHZlWM2s5FJibiaYyyQdpWtPKmfjmmExOxKsFi7Fjk/edit#gid=0
3. **[COMPLETE]** Do we need any additional users than the 3 listed? (Jasmine)
    1. **Jasmine confirmed no.**
4. **[COMPLETE]** Lab information: where do we find the account info for labs for the new markets?

1. https://docs.google.com/spreadsheets/d/1Vs_hxjwCRKsBcWg72q2GhIDJuQ9eD9wCtD0JoS97Lgg/edit#gid=477645488
5. What do you refer to when entering a vendor's account # within the Vendor Directory? (Katie)
    1. **Katie typically contacts the rep and retrieves the account information**
6. How soon Bethesda lab accounts will be added? (Katie)
    1. **EOW - Early Next week (1/6-1/13)**
7. **2/1**- Katie confirmed that KB will no longer be testing with SEMA4 and will not be moving forward with setting up their accounts
8. **3/9** - Katie confirmed Bethesda will not need Endocrine lab set up right away so it is okay to hold off until further notice

Internal Follow Ups

- **[COMPLETE]** Contact Labcorp to escalate approval-**2/15**

    - Cecila Brown confirmed that IT is working on the setup and will update me .
- Katie provided me with this file for test orders https://docs.google.com/document/d/1EjulkSpEOeTxpcLOKfzZKSXXhdo6zgk6UAnVDNN7VVM/edit
- **3/9** Updated Intake form with Natera and submitted to CHC
- **3/24**- Updated intake form with Orchard client id "DC" and submitted to CHC

CHC Follow Ups

- **1/25** - Updated Intake form with Bio Reference and Quest , LabCorp TBD. Submitted Intake form to CHC Hub Ticket # **07981479**
- **3/9**- Contacted Siraj to confirm is Rx is live **[CONFIRMED]**

    - CHC confirmed Bethesda is live in Clinical Exchange
- *Case ID's*
    - **Bioreference - 07981479**
        - **2/10-** Submitted Test Order for BioRef
        - **2/24-** Submitted another Test Order with Glucose
        - **3/6-** Going live **April 4, 2023**
    - **Labcorp -07981592**
        - **2/10** Confirmed pending Labcorp approval

            - Labcorp Request ID - 725284
            - Onboarding Case # 07981592
        - **2/22** Siraj confirmed pending approval, please have the practice reach out to their Labcorp account sales representative and provide them Labcorp Request ID - 725284 and reference CHC Onboarding Case # 07981592 so the LCA rep can follow up and escalate internally. **[DONE]**
        - **3/13-** Signed EULA agreement and submitted test order
        - **3/14-** Going live **April 4, 2023**
    - **Quest - 07981606**
        - **2/23 -** Confirmed pending approval, reach out to their Quest sales rep and provide eForm **Request ID: 53771107883383** to move this along. **[CONFIRMED APPROVAL]**
        - **3/13-** Pending Quest Analyst assignment. Please inform the practice to reach out to their Quest sales rep and **provide eForm Request ID: 53771107883383** to move this along. **[DONE]**

            - **3/14**- Contact Susie to escalate
        - **3/17-** Siraj confirmed that Quest will not require testing. Pending confirmation that go live date is 4/4/2023 **[CONFIRMED]**
        - **3/20-** Going live **April 4, 2023**
    - **Natera -08093633**
        - **3/9-** Submitted updated intake form w/ Natera
        - **3/24**-Submitted test order → **Req #:55152****[CONFIRMED]**
        - **3/24** → Resubmitted a new order **Req #:55159** **[PENDING CONFIRMATION]**
    - **Orchard - 08129073**
        - **3/24**- Updated intake form with Orchard client id "DC" and submitted to CHC**[PENDING UPDATES]**

Lab Updates

- **Quest**

    - **CHC Case # 07981606**
    - **3/1-** Spoke with Susie and she will escalate
    - **3/14-** Contacted Susie to escalate

        - **3/15**- Confirmed she will follow up **[DONE]**
    - **3/20-** Going live **April 4, 2023**
- **Natera**

- **CHC Case # 08093633**
  - **3/24**-Submitted test order → **Req #:55152** [CONFIRMED]
  - **3/24** → Resubmitted a new order **Req #:55159**
  - **4/3** → Contacted Chris to confirm that this is live [CONFIRMED]
  - **4/4-** Going live **April 4, 2023**
- **Bioreference**
  - **Case # 07981479**
  - **1/30-** Requested Chris Milin (BioRef) to initiate paperwork for CHC approval
  - Test Order **Req #:BNB1**
  - 2/27- Test Results are complete
  - 3/10- Confirmed lab is live and only finals be resulted [CONFIRMED]
    - Confirmed Go live = **April 4, 2023**
  - https://docs.google.com/spreadsheets/d/1qEEUNvukW-FXq5D5QNs-vSgXu0f6zkAlb9gTySiWt3E/edit#gid=817756777
- **Labcorp**
  - **CHC Case # 07981592**
  - **Labcorp Request ID - 725284**
  - 3/10 - Contacted rep to escalate [RESPONDED]
    - Trish Hartford cc'd colleagues to thread waiting for updates
  - **3/13** - Submitted test order - Req #:47430416 [TESTING COMPLETE]
    - **3/14-** Confirmed Go live = **April 4, 2023**
- **Orchard**
  - **CHC Case #08129073**

References:

https://docs.google.com/spreadsheets/d/1_8k8M0ua5Q7MlssyFY9EKseqEnsNvjZ56fWj4j4OQGk/edit#gid=2130588294

https://docs.google.com/spreadsheets/d/1RRn7EQ_K8Mbpla_4YdPECPSTKj5CievC_x6SQeQloWs/edit#gid=548757508

https://docs.google.com/document/d/1EjulkSpEOeTxpcLOKfzZKSXXhdo6zgk6UAnVDNN7VVM/edit

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

Comments

Comment by Krista Laitner (Inactive) [03/Jan/23]

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Once these questions are answered, we'll update the intake form, add notes of where to find the info on the SOP, and create a new CHC project

cc: Solounge Bowen

Comment by Krista Laitner (Inactive) [03/Jan/23]

from Katie for #2:

Typically on the dev sync doc. I don't think they have hired a full time doc yet. If you pull providers by license, Lynn should have a MD license and you can use her for now!

https://docs.google.com/spreadsheets/d/1YNHZlWM2s5FJibiaYyyQdpWtPKmfjmmExOxKsFi7Fjk/edit#gid=0