

2025 New Clinic Lab Launch

[TO-3419]

[TO-515] Charlotte, NC - Clinic Launch

Created: 24/Jan/24 Updated: 17/Mar/25 Due: 24/Mar/25

	TO-580	Add Instrument to Location	Sub-task	Rejected	John Trahan
	TO-581	Set up Network and VPN	Sub-task	TICKET RESOLVED	Melissa Kopena
	TO-582	Add Facility OJID / CHC Facility Iden...	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-583	Add Ephemeral User Access	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-584	Request Test Panels to be built	Sub-task	TICKET RESOLVED	Solounge Bowen
	TO-585	Provide CHC Unique Prefix	Sub-task	TICKET RESOLVED	Solounge Bowen
Vendor / Issue Type:	IT- Optimization				
Key Performance Indicator:	Completion and accuracy of records, Data Quality & Safety Improvement, IT, Patient Engagement, Reduction of cost, Reduction of time/workload, Revenue cycle improvements				
KPI Measure:	Ensures that the labs needed for the new clinic will be prepared for go live				
Secondary:	Jainea Williams (Inactive)				
Technical Resource:	Melissa Kopena (Inactive)				
Vendor Ticket ID:	08970059 , 08970057,09024951,09072839, 09120183				

Description

Purpose:

Complete the steps needed for completing a Clinic Launch.

Use Clinic Launch SOP for reference 

[Clinic Launch SOP](#)

References

[Real Estate Timeline & Updates](#)

<https://docs.google.com/spreadsheets/d/1DcCnirAjToQUjhpRo6wXIde6YYXlc-X0/edit#gid=1433106212>

https://docs.google.com/spreadsheets/d/1sUGR_6B6Vw4cvT0Rmwsf8fyCUfYICWrtHe0e9eQAS6U/edit#gid=1270622540

CHC Updates

- **Rx Install - Case# 08970057 [COMPLETE]**
 - 6/26- Followed up for any request on this since they have resumed site implementations
 - 7/1- Confirmed that the site has been built within Clinician, can proceed with <https://kindbody.atlassian.net/browse/TO-583>.
- **Labcorp- *Case #*08970059 [WENT LIVE 10/8]**
- 7/1- CHC is pending LCA approvals for Charlotte
- **Quest - Case #08970314 [COMPLETE]**
 - 5/2 - CHC confirmed receiving the request however they are currently focused on restoration efforts and will contact when they are ready to work on implementations
 - 6/20- Karen confirmed that clinical lab implementation have resumed and requested intake form [SENT]
 - 7/3- Confirmed w/ Siraj that the go live can be set to 7/8/24 [WENT LIVE 7/8]
- **Orchard [IGNORE]**
- **Natera Case Number 09024951 [WENT LIVE 8/14]**
 - 7/12-Submitted case to install lab after retrieving lab account number from Katie
 - 7/22- Sent over a test order to Chris Sullivan and CHC
 - **Req #:83970**
 - **Accession #:**
2024144248
2024144245
- **Genescreen - Case Number 09072839 [WENT LIVE 9/27]**
 -

Internal Updates

- 5/1- Had a meeting with Jasmine and Katie confirming this is ready to set up go live
 - Beckmans are not needed for this site

- 5/29-
 - Will need to further discuss Trellis configuration [TO DO]

Lab Updates

- Labcorp
 - Confirmed went live on 10/8
- Quest
 - Confirmed location went live **7/8/24 via email**
- Orchard
- Natera
- Genescreen
 - 8/26- Contacted Teresa to create an account for Kindbody Charlotte
 - **Acct Number = 173775**

Comments

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

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

Comment by [Solounge Bowen](#) [01/May/24]

Had a meeting with Katie and Jasmine confirming that Charlotte can resume set up. CHC is now up so I've submitted tickets with the Rx and Lab Intake forms (**Cases 08970059 & 08970057**). Sending an email to Siraj and Diane to confirm if there is anything that will be needed since SST is down still.

cc: [Jainea Williams](#)

Comment by [Solounge Bowen](#) [29/May/24]

Confirmed that although a Beckman will not be needed for this location, this will still need the software configured within Trellis

Next Steps

- Solounge is to meet with John to confirm steps needed for this configuration

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

CHC has now resumed clinical lab implementation and a Charlotte intake form has been sent over to CHC. I have also requested an estimated timeline to have this completed

Comment by [Solounge Bowen](#) [09/Jul/24]

Update:

- On July 8, 2024 CHC has gone live with Kindbody Charlotte for **Quest labs only**.
- Labcorp- CHC is still pending approvals from Labcorp.
- Natera- Pending Lab Accounts for this location, going to follow up with [Katie Mastel](#)
- Orchard - Will work with [Jasmine Sekhon](#) to see if this site will still need to be configured in Orchard

Comment by [Solounge Bowen](#) [12/Jul/24]

Submitted case with updated intake from and Natera information after receiving the order number from Katie

Case Number 09024951

Comment by [Solounge Bowen](#) [05/Aug/24]

Per CHC's response:

 **Siraj Raza left a comment** 07/30/2024 07:28:29 PM

Hi Solounge - Labcorp has denied approval for Kindbody Charlotte LCA Client ID: 32085400 that is associated to LCA Request ID 838692.

Please have your client reach out to their LabCorp sales representative to resolve this issue. If they do not have a LabCorp representative or know who their representative is, they can visit [https://urldefense.com/v3/_https://www.labcorp.com/content/contact-rep_!!IqUcNYopQPk7lKm80_Vnf18ORPYgX0c0_CTBoXuu9w4GRbbKbR7SGS-IPSE8G4Ij1cruaUhFMRgixVyunM4qOGW-1lGt0cyGbq14\\$](https://urldefense.com/v3/_https://www.labcorp.com/content/contact-rep_!!IqUcNYopQPk7lKm80_Vnf18ORPYgX0c0_CTBoXuu9w4GRbbKbR7SGS-IPSE8G4Ij1cruaUhFMRgixVyunM4qOGW-1lGt0cyGbq14$) for further assistance.

Thanks,
Siraj

- I will need to contact Labcorp to see why this has been denied
 - [Reference Link](#)

Comment by [Solounge Bowen](#) [05/Aug/24]

Contacted Labcorp to see why this was denied

Kindbody Charlotte- Denied Labcorp Approval



 Labs/LabCorp x



Solounge Bowen <solounge.bowen@kindbody.com>

2:46 PM (0 minutes ago)



to Annie, Jasmine ▾

Hi Annie,

I hope all is well. I wanted to know if you manage the North Carolina market within Labcorp? I have received an update from Change Healthcare that a recent approval for Kindbody Charlotte has been denied and was hoping to get more insight as to why this may have happened? If you are not the best contact are you able to refer to me to best contact for this matter? Please see reference info below:

Facility Name: Kindbody Charlotte

LCA Client ID: 32085400

LCA Request ID: 838692

Thank you ,

Comment by [Solounge Bowen](#) [06/Aug/24]

Annie confirmed that she does not cover the Charlotte area. I've requested if she can provide the account manager for the Charlotte location.

Per labcorp response:

Also-The account number below was Charlotte, and I can see it was denied because there was no Estimated Monthly Volume (EMV) submitted by Change. This is used to calculate the approval. For Example, one in my division (12037770 and 12034340) was an EMV of \$5000. Would this facility send as much lab work as the Chicago accounts? Change Healthcare must submit their projects and once cancelled on our end they cannot be reopened. If they submit with the correct information, it is not likely that it would be denied.

Lastly, if you see a cancellation on the above listed IL accounts 12037770 12034340, please disregard as we ended up combining them with another Kindbody Account Add project we had going to complete at the same time.

Thanks,
Annie Burdette
EDI Sr. Specialist
EDI North Central Division

Cell: 812.249.7263
Burdette2@labcorp.com



Next steps:

- Follow up with Siraj and provide the reason for the denial

Comment by Solounge Bowen [22/Aug/24]

Update

- Siraj confirmed that I would have to contact Labcorp sales rep since the reason for denial was due to internal requirements
- Contacted Katie to contact the rep since I am unsure how the form was originally submitted.
 - Katie confirmed she will follow up

Comment by Solounge Bowen [30/Sep/24]

Per CHC and Genescreen's update

This has been set to live **9/27/24**

Customer Care
to:teresa.park@commandhealth.com, me +
Thank you Teresa!
I see it

Per this verification, I am marking this case LIVE.
I will keep it in my queue for the next week, in case any other questions arise, then will turn it over to support.

Have a wonderful day and weekend!!
:)
Martin

173775
Kindbody Charlotte
420 Providence Road
Charlotte NC 28207

(980) 242-5345

LABORATORY REPORT
CHANGE HEALTHCARE | CLINICAL EXCHANGE

Genescreen Counseling
30 Lafayette Ave Suite 11010, Morristown NJ 07960
Director Amber Cooper, MD

Patient Name
Test, Teresa

Patient Concept ID 44754164	Sex F	Age 74	Patient Birth Date 8/24/1950	Patient Phone Number (555) 666-7890	Physician Bendikson, Kristin	REPORT STATUS FINAL
Page 1	Requisition No. 102005978	Accession No. 101787658	Collection Date & Time 9/27/2024 12:54 AM	Log-in Date & Time	Report Date & Time 8/28/2024 1:42 PM	REPORT STATUS FINAL

TEST RESULTS

ADDITIONAL TEST INFORMATION:
Test Status
Fertility Note F

>> END REPORT <<

173775
Kindbody Charlotte
420 Providence Road
Charlotte NC 28207

(980) 242-5345

LABORATORY REPORT
CHANGE HEALTHCARE | CLINICAL EXCHANGE

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TEST RESULTS

ADDITIONAL TEST INFORMATION:
Test Status
Fertility Note F

>> END REPORT <<

Comment by Solounge Bowen [08/Oct/24]

Confirmed Labcorp is set to live with CHC

32085400
Kindbody Charlotte
420 Providence Road
Charlotte NC 28207

(980) 242-5345

LABORATORY REPORT
LabCorp
Laboratory Corporation of America

LabCorp Burlington
1447 York Court, Burlington NC 272153361
(888) 200-5439
Director: DIRECTOR: Frank Hancock MD
CLIA# BN

Patient Name
CHARLOTTE, TEST

Patient ID/Hospital ID 196627	Sex F	Age 31	Patient Birth Date 7/9/1993	Patient Phone Number (555) 555-5555	Physician Westphal, Lynn	
Page 1	Requisition No. 53124747	Accession No. 276X8780020	Collection Date & Time 10/1/2024 10:08 AM	Log-in Date & Time 10/2/2024	Report Date & Time 10/2/2024 12:54 AM	REPORT STATUS FINAL

TEST	IN RANGE	OUT OF RANGE	REFERENCE RANGE	UNITS	SITE CODE
TSH		H 7.894	0.450-4.500	uIU/mL	BN

Please be advised that this report contains fictitious results to be used for interface program validation. This report does not contain real patient results.

ADDITIONAL TEST INFORMATION:
Test Status
TSH F

NOTE:
'BN' refers to site: Labcorp Burlington
1447 York Court
Burlington NC 272153361
Director: Sanjai Nagendra MD

>> END REPORT <<

Comment by Solounge Bowen [08/Oct/24]

Submitted a ticket to CHC to build out the Charlotte test group using the screenshot attached. All other Test Codes and ICD10 codes are set for market.

Reference: Case Number 09120183

Kindbody Charlotte Test Group.xlsx

https://kindbody.atlassian.net/browse/TO-584

