



Simplification of Insurance Selections in Atlas

Date Issued: 11/13/2019

Effective Date: 11/20/2019

We are pleased to inform you that ProMedica Pathology Laboratories (ProMedica PathLabs) will implement changes to its Atlas LabWorks system, an internet product utilized for ordering and reporting our laboratory services, to simplify the insurance selections for users. We understand that the process of choosing a patient's "Insurance Provider" is cumbersome in the current Atlas system. There are many choices for a particular "Insurance Provider" or payor. Our revampment will simplify the process, so that the selection is more efficient, as the choices for any particular "Insurance Provider" have been minimized.

The new selection process for an "Insurance Provider" will be effective November 20, 2019. In order to implement the new process, there will be an initial update "one-time" step ("Update Step"). This "Update Step" will require a user to reclassify an "Insurance Provider" if the patient's current insurer on record has been deactivated as part of the revampment process.

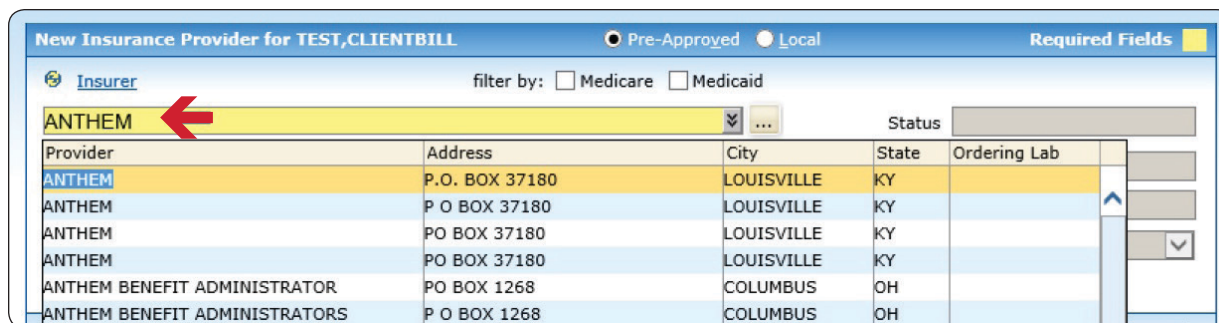
Below, please find information which displays the current choices for two select insurers. The choices have been minimized, so that the appropriate insurer or payor may be easily selected. Any insurer or payor that has been "deactivated" as of the effective date of implementation, will require an "Update Step" to reclassify the patient's insurer to an "active" payor as shown on the simplified list.

Examples of Simplification

Example 1: ANTHEM

Anthem, as an Insurance Provider, currently has six choices, which will be reduced to one with the new simplification enhancement. The five choices, that will be inactivated, will require an "Update Step" to reclassify a patient's Insurance Provider to the single new selection for Anthem.

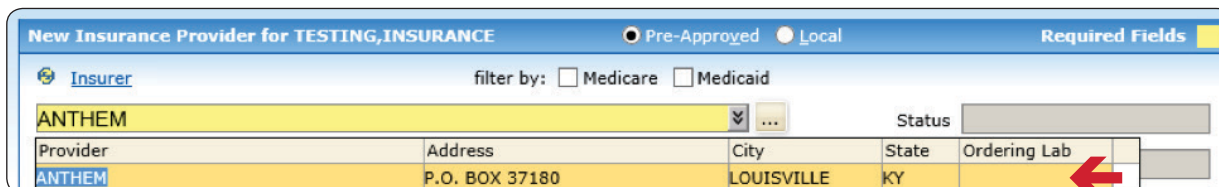
A. Selections Available NOW in ATLAS:



The screenshot shows the "New Insurance Provider for TEST,CLIENTBILL" interface. The "Insurer" dropdown is set to "ANTHEM". Below the dropdown is a table with six rows of insurance provider information. A red arrow points to the "ANTHEM" dropdown menu.

Provider	Address	City	State	Ordering Lab
ANTHEM	P.O. BOX 37180	LOUISVILLE	KY	
ANTHEM	P O BOX 37180	LOUISVILLE	KY	
ANTHEM	PO BOX 37180	LOUISVILLE	KY	
ANTHEM	PO BOX 37180	LOUISVILLE	KY	
ANTHEM BENEFIT ADMINISTRATOR	PO BOX 1268	COLUMBUS	OH	
ANTHEM BENEFIT ADMINISTRATORS	P O BOX 1268	COLUMBUS	OH	

B. FUTURE "Simplified" Selections in ATLAS:



The screenshot shows the "New Insurance Provider for TESTING,INSURANCE" interface. The "Insurer" dropdown is set to "ANTHEM". Below the dropdown is a table with one row of insurance provider information. A red arrow points to the "ANTHEM" dropdown menu.

Provider	Address	City	State	Ordering Lab
ANTHEM	P.O. BOX 37180	LOUISVILLE	KY	

Please Note:
Anthem is narrowed to one selection.

Example 2: CARESOURCE

A. Selections Available NOW in ATLAS:

Provider	Address	City	State	Ordering Lab
CARESOURCE	1 DAYTON CTR,1 SOUTH MAIN ST	DAYTON	OH	
CARESOURCE	PO BOX 8738	DAYTON	OH	
CARESOURCE OF MICHIGAN	2369 WOODLAKE DR STE 200	OKEMOS	MI	
CARESOURCE OF MICHIGAN	PO BOX 1307	DAYTON	OH	
CARESOURCE OF MICHIGAN 2NDARY	PO BOX 1307	DAYTON	OH	
CARESOURCE OF OHIO	PO BOX 8738	DAYTON	OH	

B. FUTURE “Simplified” Selections in ATLAS:

Provider	Address	City	State	Ordering Lab
CARESOURCE OHIO	PO BOX 8730	DAYTON	OH	
CARESOURCE INDIANA	PO BOX 3607	DAYTON	OH	

Please Note:

Two choices are available for CareSource, either Ohio or Indiana. CareSource Ohio is selected in this example.

Update Step

There are two sets of instructions available for the “Update Step”, depending on whether the user is entering an order from a Client or an In-Office Phlebotomist (IOP) location OR a Patient Service Center (PSC) location.

Insurance Update Instructions: Please follow the set of instructions for Updating Inactive Insurance Providers in Atlas depending on your location as follows:

Client/IOP Location:

See EXHIBIT A, attached

PSC Location:

See EXHIBIT B, attached

We anticipate you will find the simplification of choices for Insurance Providers beneficial.

If there are any questions regarding this notice or the “Update Step”, please contact our Atlas experts, Client Systems I.T. Support Team, at **855.479.2099**, Monday-Friday, 8:00 a.m. – 5:30 p.m. EST.

After Hours, please call **855.479.2099, Option 3**, for on-call service.

Thank you for supporting ProMedica Pathology Laboratories.