

**CONVENIENT PSC LOCATIONS**

- **Carpinteria**  
4806 Carpinteria Avenue  
M-Th: 8am-12pm, 1pm-5pm, Fri: 8am-12pm  
By Appointment Only
- **Goleta**  
5333 Hollister Avenue, Suite 120  
M-F: 7am-5pm, Sat: 7am-12pm
- **Lompoc**  
1313 North H Street, Suite H  
M-F 6:30am-4 pm
- **Montecito**  
1482 E. Valley Road, Studio 39  
M-F: 7:30am-12pm, 1pm-4pm
- **Oxnard**  
1700 Lombard Street, Suite 120  
M-F: 7am-12pm, 1pm-4pm
- **Pismo Beach**  
2 James Way, Suite 112  
M-F: 7am-12:30pm, 1:30pm-4 pm
- **Santa Barbara**  
2320 Bath Street, Suite 103  
M-F: 6:30am-6pm, Sat: 7am-12pm  
  
2410 Fletcher Street, 2nd Floor  
M-F: 7am-4pm
- **San Luis Obispo**  
1039 Murray Avenue, Suite 100  
M-F: 6:30am-4:30pm, Sat: 8am-12pm
- **Santa Maria**  
220 S. Palisade Drive, Suite 103  
M-F: 7am-12pm, 1pm-4pm  
  
426 E. Barcellus Avenue, Suite 203  
M-F: 7am-12pm, 1pm-5pm, Sat: 8am-12pm  
  
915 E. Stowell Road  
M-F: 8am-12:30 pm, 1:30pm-4:30pm  
By Appointment Only
- **Santa Ynez**  
2028 Village Lane, Suite 204  
M-F: 7am-5pm, Sat: 8am-12pm
- **Templeton**  
1050 Las Tablas Rd. Suite 10  
M-F: 7am-5pm, Sat: 8am-12pm
- **Thousand Oaks**  
558 St. Charles Drive., Suite 124  
M-F: 8am-12:30pm, 1:30pm-5pm  
Arroyo Oaks Draw Station  
2230 Lynn Rd., 2nd Floor  
M-F: 7am- 5pm  
  
Biotex Draw Station  
77 Rolling Oaks Drive, Suite 106  
M-F: 7:30am-12:30pm, 1:30pm-4pm,  
Sat: 8 am-12 pm
- **Ventura**  
64 N. Brent Street, Suite A  
M-F: 7am-12pm, 1pm-4pm

Get the Most Up To Date Information for Pacific Diagnostic Laboratories



Pacific Diagnostic Laboratories is now on Facebook! Please visit our page @PDLLabs for the latest information:

- Test Updates
- Link to our website
- New Patient Service Centers
- Holiday Hours



**NEW PATIENT SERVICE CENTER LOCATIONS:**

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|--|---|
| <p><b>FRESNO I:</b> Biotex Draw Station<br/>7061 N. Whitney Ave., Ste.101A<br/>Fresno, CA 93720<br/>Hours: M-F 7:30am-4:30pm<br/>Closed Daily 12pm-1pm</p> | <p><b>FRESNO II:</b> Biotex Draw Station<br/>1191 E. Herndon, Suite 103<br/>Fresno, CA 93720<br/>Hours: M-F 7am-4pm<br/>Closed Daily 12pm-1pm</p> |
| <p><b>MORRO BAY:</b><br/>620 Quintana Rd.<br/>Morro Bay, CA<br/>Hours: M-F 7am-4pm<br/>Closed Daily 11:30am-12:30pm</p>                                    | <p><b>PASO ROBLES:</b><br/>211 Oak Hill Rd., Suite 118<br/>Paso Robles, CA 93446<br/>Hours: M-F 7am-4pm<br/>Closed Daily 11:30am-12:30pm</p>      |
| <p><b>BURBANK:</b> Biotex Draw Station<br/>2211 W. Magnolia Blvd., Ste. 205B<br/>Burbank, CA 91506<br/>Hours: M-F 7am-12pm</p>                             |   |

**COMING SOON — NORTH GOLETA PSC!**

# Guiding Health

THE PDL QUARTERLY NEWSLETTER / Fall 2017

## Introducing PDL's New General Manager



PDL is pleased to announce the appointment of Mr. Ran Whitehead as the new General Manager for Pacific Diagnostic Laboratories effective June 15th.

Ran joins PDL from PeaceHealth Laboratories in Eugene, Oregon, where he served as the Chief Executive Officer of a health system owned reference laboratory performing nearly 8 million procedures per year. After leading PeaceHealth Ran was looking

for something unique. Pacific Diagnostic Laboratories is big enough to have the breadth and depth of services required by local providers, yet small enough that innovation is possible. This coupled with a professional and dedicated staff of laboratorians made PDL the optimal choice for Ran.

He has extensive experience in hospital and reference laboratories, including assignments at Duke University Medical Center, Lee Memorial Hospital and Moses H. Cone Health System.

Ran received his B.S. in Medical Technology at Michigan State University, performed his medical technology clinical internship at Duke University Medical Center, and completed an MBA at the Fuqua School of Business at Duke University.

Since the laboratory provides approximately 80% of the objective information in a patient's medical record, Ran's often quoted as saying.. (Continued on Page 2.)

## Spotlight on Paso Robles PSC

Pacific Diagnostic Laboratories is proud to announce the opening of our 5th Patient Service Center in San Luis Obispo County.

The Paso Robles site is located in the Cider Creek Bakery Complex off of Niblick and South River Roads. The address is 211 Oak Hill Road, Suite 118.

Our hours are Monday through Friday from 7 am to 4 pm. We are closed daily for lunch from 11:30 to 12:30.



Here are some of the responses our patients have shared with us:

- "Short Wait Times"
- "Friendly Phlebotomists"
- "Great Atmosphere"
- "Easy Parking"
- "Love the coffee and snack refreshments"

Come visit us at our newest site and see what we have to offer your patients.



## Reference Lab Transition



### PDL Is Switching Reference Labs

On October 1st PDL will begin referring most esoteric reference specimens to LabCorp, the largest laboratory in the country.

LabCorp is in-network with most health plans in California. Patients will incur lower costs by using an in-network laboratory.

PDL has built the most frequently ordered send-out tests in our Laboratory Information System (LIS) to assure there is no break in electronic result transmission.

We will employ a two-phase transition process. In Phase 1 (Oct. 1st) the top send-out tests will begin to be sent to LabCorp. The remaining tests will be transitioned away from Mayo and Quest to LabCorp over time in Phase 2.

Please contact PDL Client Services at 866-591-4610 or your Sales Representative for any questions or concerns.

### Introducing PDL's New General Manager (Continued from Page 1)

"The laboratory is really an information company that just happens to do lab tests". As we embark upon the journey of population health, the laboratory will play a key role in identifying at risk populations that need intervention to improve the overall status of their health.

On the creative side, Ran is a musician who has played drums professionally and semi-professionally for the past 50 years. He's had the good fortune to play with a number of well-known rock and roll bands along with recording a few albums with The Dahman Beck Band, such as *Show a Little Soul* and *Ride the Night*.



Ran moved to the Santa Barbara area from rainy Eugene, which is designated as the number one city for "hippies" with the motto, "We are all here because we are not all there". He is happy to be in the land of sunshine now.

## Faxed Future Order Policy

To improve our service to your patients and practice, PDL has invested in electronic methods for you to communicate future test orders to PDL via an interface between your E.H.R. and our laboratory, or through PDL's free laboratory portal, PDL Connect. Both methods can reduce potential errors in specimen collection, phone calls to your office from the lab, and the wait time your patients experience at our PSC's.

PDL understands that you may need to request same day lab work on patients who will not visit your office. In this case, you may fax the order to our Client Service department at 805.692.4611. Faxed same-day orders will be kept on-site for five business days and then destroyed.

Please contact your sales representative if you require additional PDL requisitions or to make arrangements for access to PDL Connect.

## Medical Necessity and Vitamin D Testing

ICD-10 codes have been constantly changing, even after the ICD9 to ICD10 conversion in October 2015. Since that time an additional 3,651 codes have been created, 800 codes were revised to increase specificity, and 300 codes have been deleted.

Currently there are 155,000 ICD-10 codes compared to 18,000 ICD-9 codes. That's a 91% increase in coding! Some codes that many providers are familiar with no longer meet medical necessity. When these invalid codes are used it results in billing edits for your practice, as well as increased out of pocket costs for your patients.

PDL has created an online medical necessity ICD-10 search tool that corresponds to PDL's test catalog to help you manage these changes. With this tool ICD10 codes can be checked for medical necessity before tests are ordered. In addition, our ICD-10 search tool acts as a medical necessity guide to help complete billing edits. Our tool is regularly updated to correspond with CMS policies and does not require user credentialed access. Visit [www.PDLlabs.com](http://www.PDLlabs.com) and select the Medical Necessity / ICD-10 tool link to get started.

One test commonly flagged for failing to meet medical necessity is Vitamin D. This test is most frequently provided with codes in the E78 family (disorders of lipoprotein, metabolism and other lipedemas). According to Medicare codes in the E78 family do not support Vitamin D testing.

For more information and a complete list of screening codes Medicare does not consider medically necessary visit the CMS website at [www.CMS.gov/medicare/coverage](http://www.CMS.gov/medicare/coverage).

## Anthem Changes Requirements for Genetic Testing

Effective January 1, 2018

Starting January 1, 2018, Anthem will require preauthorization for some genetic testing for in-network physicians. This is expected to be the largest genetic testing management program in the country. Some of the tests requiring preauthorization include prenatal genetic testing, pharmacogenomics tests linked with cancer drugs, genetic tests for hereditary cancer risk and genotyping for drug metabolizer status.

The program will require in-network physicians to use an online portal or to call utilization management to get prior authorization for the genetic tests that fall under one of Anthem's 45 genetic testing coverage criteria. The program is designed to work with those criteria to identify the tests needed and get authorization quickly — in less than a minute for some tests if done electronically.

The program is being managed by AIM Specialty Health who will review each genetic test request to determine coverage and whether or not genetic counseling is required. The benefit of using the AIM portal is that the authorization is received prior to the laboratory running the test. This will result in a decrease in post service denials and patient bills.

For more information about genetic testing prior authorization at AIM please go to <http://www.aimprovider.com/genetic-testing/>. The program applies to local Anthem Blue Cross fully insured members only and excludes the following: Medicare, Medicaid, CA HMO, FEP, Labor & Trust, National Accounts and Local AOS.