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## Des Moines Laboratory Update

**Date: February 17, 2022**

### **ACH/EFT Payments**

We are currently receiving client invoice payments via ACH/EFT that have generic payee information and resulting in an inability to apply the payment to the intended account. If your facility submits payment via ACH/EFT, please review your transmittal information for inclusion of the following information:

Client Name - similar or as listed on your monthly invoice

Client Account Number - as listed on your monthly invoice.

This will ensure prompt credits to your account.

### **COVID-19 Positive Patients**

If referring a patient known to be COVID-19 positive to one of our Patient Service Centers, please notify the center prior to patient arrival. There are more extensive PPE requirements when working with known COVID-positive patients and we'd like the ability to ensure a draw room is available and ready so as not to risk exposure to others while the patient is in the suite.

Additionally, please note that all patients (adult & pediatric) are required to wear a mask at all draw station locations regardless of whether or not they are experiencing symptoms.

### **Customer Service Calls**

Our customer service department has been experiencing high call volumes. In order to streamline calls, please state your name and the location you are calling from so our team members can assist you quickly and efficiently.

### **Leaky Containers**

Please ensure all specimen containers are tightly sealed prior to sending in order to prevent leaked specimens. Our staff have recently seen an increase in specimen fluids leaked into transport bags, which can lead to compromised test results and create hazards for our couriers

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and staff. Leaky specimen containers are not acceptable and may be rejected. To prevent leaky containers, please pay careful attention that all screw-cap lids are fastened evenly and securely, with the threads properly aligned.

### **COVID-19 Rejections/Denials - Diagnosis Codes**

Please be mindful to include COVID-19 diagnosis codes when testing for COVID-19. Some insurances will reject and/or deny claims that have not been coded correctly, so it is important to include the appropriate diagnosis code for COVID-19 testing. Below are some common diagnosis codes associated with COVID-19 testing:

- U07.1 – COVID-19
- Z01.818 - Encounter for other preprocedural examination
- Z03.818 – Suspected exposure to COVID-19
- Z11.52 – Encounter for screening for COVID-19
- Z20.828 – Exposure to confirmed case of COVID-19
- Z20.822 – Contact with and (suspected) exposure to COVID-19
- Z86.16 – Personal History of COVID-19

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