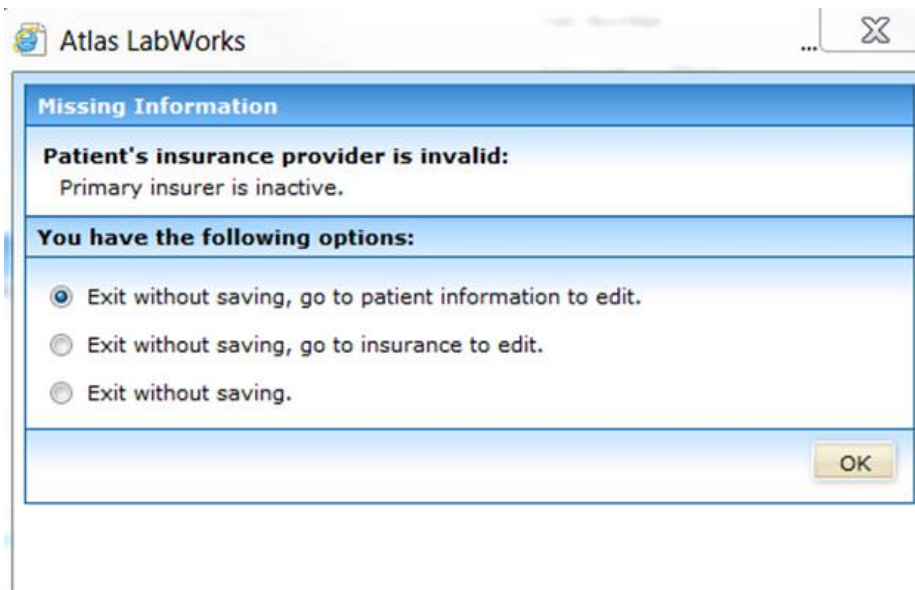


LAB ALERT - ANNOUNCEMENT**CLIENT ANNOUNCEMENT – eLABSCONNECT INSURANCE INFORMATION****NOTIFICATION DATE: 10/28/2013****EFFECTIVE DATE: 10/28/2013**

As a valued client, we want to thank you for your support this past week during the client product upgrade for the eLabsConnect application. We appreciate your patience during this time.

As part of our upgrade initiative, all of our insurance payors were updated. In doing so, some duplicate payors were deactivated and consolidated while some other insurance payor names were updated.

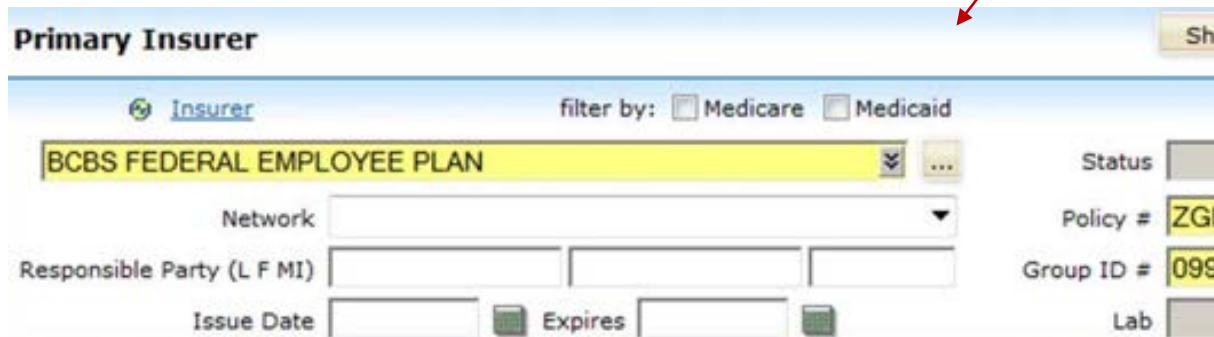
In some cases, if the insurance that currently exists for a patient in the eLabsConnect application has been updated, you may receive an error message that says the insurance is inactive. If this is the case you must choose the insurance again from the patient's insurance screen. You will see the following screen:



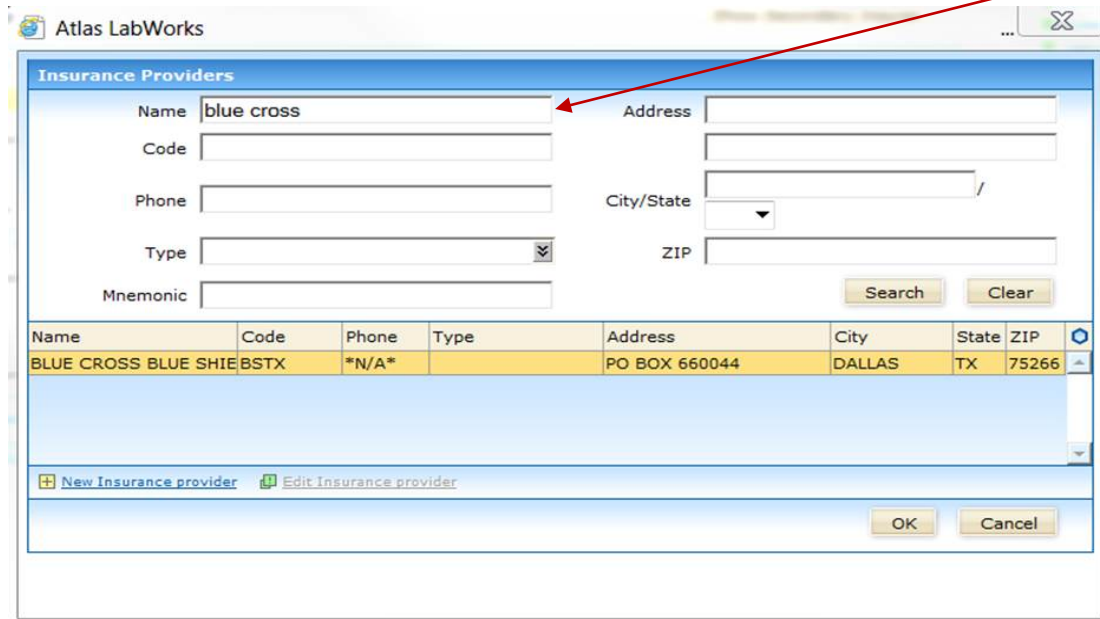
When the “patient’s Insurance provider is invalid” screen appears, please choose “exit without saving, go to patient information to edit”. Please then click on the “Insurance” tab.

Please search for the updated insurance by clicking the ellipsis located **beside** the drop down arrows:

(BCBS Federal Employee Plan is only an example, other plans are affected as well)



This will bring you to a screen where you can type in the information to search for the insurance:



Name	Code	Phone	Type	Address	City	State	ZIP
BLUE CROSS BLUE SHIE	BSTX	*N/A*		PO BOX 660044	DALLAS	TX	75266

At this point please click on the insurance and then "OK" to save. ******PLEASE NOTE*** When choosing an updated insurance the previous policy information must be reentered. Please capture this data ahead of time if the patient insurance card is not available.**

Please see below the Top 27 Changes to the insurance file and what new insurance should now be chosen:

Former Payor Name (No Longer Active)	Updated Payor Name (Now Active)	Contact City	Contact State	Zip
AARP or Secure Horizons	EVERCARE	SALT LAKE CITY	UT	84130
AARP or Secure Horizons	EVERCARE	SALT LAKE CITY	UT	84130
BCBS FEDERAL EMPLOYEE PLAN	BLUE CROSS BLUE SHIELD TX	DALLAS	TX	75266
Group Pension Administrators	GPA	RICHARDSON	TX	75038
Medicaid	AMERIGROUP	VIRGINIA BEACH	VA	23466
Medicaid	AMERIGROUP TX INC	VIRGINIA BEACH	VA	23464
Medicaid	COOK CHILDRENS HEALTH PLAN	FORT WORTH	TX	76113
Medicaid	COOK CHILDREN'S HEALTH PLAN	FORT WORTH	TX	76161
Medicaid	COOK GROUP HEALTH PLAN	FORT WORTH	TX	76161
Medicaid	PARKLAND CHIP COMMUNITY HEALTH	PHOENIX	AZ	85082
Medicaid	SUPERIOR HEALTH PLAN	FARMINGTON	MO	63640
Medicaid	MOLINA HEALTHCARE OF TEXAS	SAN ANTONIO	TX	78216
Medicaid	MOLINA HEALTHCARE	LONG BEACH	CA	90801
Medicare	AARP	SALT LAKE CITY	UT	84131

Former Payor Name (No Longer Active)	Updated Payor Name (Now Active)	Contact City	Contact State	Zip
Medicare	AARP-UNITED HEALTH CLAIMS DIV	ATLANTA	GA	30374
Medicare	AMERICAN STERLING INSURANCE SERVICE	OVERLAND PARK	KS	66225
Medicare	CARE IMPROVEMENT PLUS	LINTHICUM	MD	21090
Medicare	MEDICARE - RAILROAD RETIREMENT	AUGUSTA	GA	309030166
Medicare	PHYSICIANS HEALTH CHOICE	SAN ANTONIO	TX	78229
Medicare	TEXAS HEALTHSPRING	IRVING	TX	75062
Medicare	WELLCARE HMO HEALTH PLN	TAMPA	FL	33631
Medicare or Medicaid	WELLCARE	SCRANTON	PA	18505
Medicare or Medicaid	AETNA TX MEDICAID & CHIP	DALLAS	TX	75356
UMR	UNITED MEDICAL RESOURCES	CINCINNATI	OH	45250
United HealthCare	DEFINITY HEALTH CLAIMS	ATLANTA	GA	30374
United HealthCare	DEFINITY HEALTH PLANS	ATLANTA	GA	30374

ORDER/CONTACT INFORMATION: ClearPoint Client Services: 972-966-7700 | Fax: 972-966-7799