

# COVID-19 Testing

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# Objectives

1. Describe the insurance payment process.
2. Discuss the testing workflow to avoid pharmacy disruption
3. Explain how to choose the best employee to perform testing

# Symptoms of COVID-19

Many patients with confirmed COVID-19 have developed fever and/or symptoms of acute respiratory illness (cough and shortness of breath). Current information available includes more varied symptoms such as: chills, myalgias, headache, sore throat and the loss of smell and/or taste. Based on what is known about the virus that causes COVID-19, signs and symptoms may appear any time from 2 to 14 days after exposure to the virus.

# COVID-19 Testing

The test is called COVID-19 RT-PCR. A nasopharyngeal swab testing the upper respiratory system is the sample to be collected. For everyone's safety we ask that they stay in their car and follow the signage directions. The specimen collection is performed by trained personnel wearing appropriate protection (mask, face shield, gown and gloves). The expected time for test results is between 48-72 hours.

# Test Results

Test results are reported as Detected or Not Detected

**Detected** means the RNA of the actual virus was detected and they are presumptively infected with the virus and presumed to be contagious. Laboratory test results should always be considered in the context of clinical observations and epidemiological data in making a final diagnosis and patient management decisions.

**Not Detected** means that no RNA from the virus was present in the specimen. However, a negative result does not rule out COVID-19 and should not be used as the sole basis for treatment or patient management decisions. If there has been a recent exposure or the presentation of clinical symptoms, retesting should be considered.

A recent federal mandate approved pharmacy testing for COVID-19. Kohll's began testing self-insured corporations and original medicare patients, and has since expanded testing to the general public.

# Pharmacy testing requirements

- Must apply and get approval for your pharmacy to perform CLIA waived tests
- Must get Medicare provider PTAN through WPS to be paid for test
- Must contact insurance companies to verify how they want you to submit claims
- Must have the ability to submit medical claims (1500 form)
- Must know how to submit the claims with the proper codes depending on the insurance

# CLIA Certificate with COVID-19 Testing

- How available are the CLIA approved tests for pharmacies today?
- Is a CLIA Certificate required for collection?



# Insurance check off list

- What provider status does the insurance need to adjust in their system?
- What CPT codes does this insurance recognize?
- Can you pass through bill for the particular insurance?
- Will you only bill for the collection to insurance?
- How does Medicare and Medicaid pay for the testing and collection?
- What about uninsured people?

# Website Contact Form

## Contact Us

Let us know how we can help. Select the department below to ask a question, submit feedback, or make an appointment to talk to a specialist.

Which department would you like to contact? \*

- please select -

Name

First

Last

Email \*

Enter Email

Confirm Email

Phone



## Contact Us

Let us know how we can help. Select the department below to ask a question, submit feedback, or make an appointment to talk to a specialist.

Which department would you like to contact? \*

- ✓ - please select -
- Compression Wear - Custom & Standard
- COVID-19 Testing
- Diabetes Shoes
- Equipment Repair
- Fertility Medications
- General Medical Equipment
- Home Modifications & Construction
- LiftUp Products
- Orthotic Bracing
- Packaged Medicine
- Post-Mastectomy Forms & Bras
- PrEP
- Prescriptions
- Respiratory
- Specialty Medications
- Urologicals, Incontinence, Nutritionals, Ostomy
- Vaccinations
- Vehicle Lifts & Stair Glides

Last

Confirm Email



# PCR Testing Patient Form



## COVID-19 PCR Testing

**Instructions: Please print clearly and fill out entirely.**

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Middle Initial: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Sex:    Male    Female

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_    Cell    Landline

Current Symptoms (circle):    Fever    Cough    Shortness of Breath    Fatigue    None

Reason for Getting Tested: \_\_\_\_\_

Test results (detected/not detected) will be texted (preferred) or called to the above number.

Would you like your test result texted?    Yes    No    (If no, we will call you.)

Would you like a hard copy of your test results mailed to you?    Yes    No

Signature: \_\_\_\_\_    Date: \_\_\_\_\_

Please hand your medical insurance card(s) to staff. A claim for running the test will be submitted by the lab. Kohll's Rx will be submitting a claim for specimen collection. A bill for any uncovered amount will be mailed to you.

**Staff Use Only** (Initial/date when each step is complete. Final packet will have this form, copy of insurance card, lab requisition, and results.)

RegLab Requisition: \_\_\_\_\_    Results Received: \_\_\_\_\_    Result(+/-): \_\_\_\_\_

Results Sent to Patient: \_\_\_\_\_    Claim Billed: \_\_\_\_\_    Claim Paid: \_\_\_\_\_

Last Updated: 2020-06-26 ALS

# Specimen Collection

Testing takes place at the pharmacy drive through at our Millard location



The following procedure will be evaluated and modified over time to improve the quality, safety, and efficiency of COVID-19 testing.

# PCR Collection Procedure

1. The patient will pull into the lot and see signage that says, “Covid-19 Testing. Go to pharmacy drive through”.
2. Second lane of drive through will have a sign and arrow directing them to the second lane for COVID-19 testing.
3. Staff will send them the demographic form through the tube requesting they fill it out (print only) and send back with their insurance card.
4. The patient will be told to follow the arrows though parking lot to collection site and wait patiently in their car and staff will be out to collect.

# PCR Collection Procedure Cont.

5. Staff collector will go to the back room where the supplies are and will select:
  - 2 transport bags marking the box that says REFRIGERATE
  - 1 Nasopharyngeal Swab
  - 1 transport medium vial(should have fluid in it)
  - 1 blank label and print with pen CLEARLY:

Last Name, First Name and MI

Date of Birth

Date of Collection, Time and Initials of collector

# PCR Collection Procedure Cont.

6. Staff will slip the transport vial into one of the specimen transport bags, leaving the other bag for later.
7. Staff will fold the Covid Testing Form into fourths and slip in outside pocket of the specimen transport bag.
8. Staff will “Gown Up”: Gown, face mask, face shield and gloves.
9. Staff will take the specimen transport bag with the labeled vial and the swab out to the table. There will be a small plastic box that they can use to put trash in.



# Specimen Test Vial



# PCR Collection Procedure Cont.

10. Staff will ask the person to be tested to give you their name and DOB. Confirm that is what you have written on the tube.
11. Staff will collect the nasopharyngeal swab, put the swab in the transport media and snap off the swab at the scored line, then tightly seal the vial with the lid.
12. Staff will show the tested person the vial and once again have them confirm that is their name and DOB.
13. Staff will let them know they will be called or texted the results with the number provided.

# Removing PPE

- If there has been gross exposure (cough, sneeze, vomit) dispose of all in a Bio-bag.
- If there was no gross exposure the face mask can be wiped with a Clorox wipe (can use until contaminated) and the gown can be reused.
- Gloves can be disposed of in normal trash as can the packaging and shaft of swab. (If gross exposure use Bio-bag)

# Specimen Storing

Specimens are to be kept cool so put a freezer pack in a bubble pack envelope and place in the bottom of the cooler. The specimen will remain in the cooler until they are ready to put the order into the computer.

When ready to enter orders, the COVID Testing Form is removed from the side of the specimen transport bag from the cooler, leaving the specimen in the cooler.

# Ordering the Test

1. Order the test in the computer on the Lab website. Print the order.
2. Fold the order paper with the front/back copy of insurance card into fourths.
3. Take the second specimen bag marked “Refrigerate” and put the paperwork in the side pouch. Take the specimen bag with the sample in it and slip it inside the second bag. All samples must be double bagged with sample in the inner bag and orders in the pouch of the outer bag.
4. Put the sample in the cooler for pickup by the Pathology Lab.

# Test Pickup

Call the Pathology Laboratory and alert them they have a pickup. Monday-Friday call by 6pm. Saturday and Sunday call by 1pm. If a specimen is collected after they have picked up for the day, leave it in the cooler for the next day. If there is more than one for pick up put them all in one of the large bags and mark it “Refrigerate” as well. If tests are done every day, the lab may set up a routine daily pick-up.

# Other Tests to Provide

- Covid-19 Serology Testing Antibody
- A Blood Draw is Required
- Individual requirements to be a collector (nasopharyngeal and blood draw)

# Marketing Covid-19 Testing

- Email blast
- Corporation word-of-mouth
- LED Billboards
- Local Health Department
- Press release
- Be sure you are ready first

*Kohl's* Rx  
**COVID-19  
TESTING**  
↑ ↑ ↑  
**EAST  
DRIVE-THRU  
LANE**



# Potential Issues with COVID-19 Testing

- Shortages and increase demand for testing
- Billing/PBM