Overview
Revenue Excellence has developed guidance, in coordination with the Clinical, Laboratory Services, and Total Rewards teams, to provide colleagues with COVID-19 Serology Testing, at no cost to the colleague.

Process
When a colleague presents for Serology/Antibody Testing (CPT Code 86769), registration, billing, and accounting colleagues will need to follow the steps below to manage these accounts.

1. **Colleague Registration**
   - A new Client or Guarantor will be created to identify these visits
   - Each RHM will register the colleague visit as they normally handle client billing accounts (examples: colleague flu vaccines, colleague pre-employment physicals, etc.)

2. **CPT Charging/Pricing**
   - CPTs should be priced consistently for all patients
   - Pricing will likely differ by RHM

3. **Medical Record**
   - The serology test results should be posted and visible in the colleague’s medical record and patient portal

4. **Accounts Receivable Management**
   - The use of client billing functionality will suppress insurance and patient billing
   - Accounts will be billed to the hospital via a monthly invoice
   - RHMs/PBSs should follow their normal process for managing client A/R

5. **GL Entries**
   - Monthly invoices will be adjusted to reflect COST per test and should be charged to the COVID-19 Dept. 81205 at each RHM

Application Specific Guidance

1. **HealthQuest**
   - Each RHM will need to create a “Special Guarantor”
     - Use the following naming convention: “COVID19 Colleague Serology Test”
   - Colleague/patient will be registered using their regular MRN, and the Guarantor will be updated to the newly created “Special Guarantor”

2. **Epic TogetherCare**
   - TogetherCare HB Team will need to create a new “Client Account”
     - Use the following naming convention: “COVID19 Colleague Serology Test”
   - Colleague/patient will be registered using their regular MRN, and the registration will be marked as Employee and flagged as a Client Account

3. **Other Applications**
   - Each RHM will need to work with their local IT to configure colleague serology testing for client billing
     - Use the following naming convention: “COVID19 Colleague Serology Test”
   - Follow regular workflow for registering accounts for client billing