

Avera McKenna Regional Laboratory Standing Order Requirements

Avera McKenna Regional Laboratory has identified an area of **compliance concern**, which needs to be brought to the attention of our valued customers. We have received, and continue to receive, orders that are non-specific, submitted on non-approved requisitions (such as prescription pads), do not have complete information on the request, and do not qualify as a standing order under the definition set by Medicare for both Medicare and non-Medicare patients.

Standing Order Definition/Information:

Medicare generally requires that a patient's treating physician order laboratory tests on each date of service. However, in some circumstances, recurring orders for laboratory tests that are specific to the needs of an individual patient may be medically necessary and appropriate. Automatic, routine or generic standing orders for laboratory tests not specifically required for an individual patient's care are not allowed under Medicare and by also by some other third party payers.

Standing orders for recurring diagnostic tests may be appropriate when all the following conditions are met:

1. Each ordered test must be appropriate and necessary for the individual patient's clinical circumstances, diagnosis, and/or patient management.
2. The frequency and types of recurring tests must not be greater than medically necessary.
3. The diagnosis must be indicated for each test with sufficient clarity to permit accurate ICD-9-CM coding.
4. The order for the recurring services must be reviewed and renewed as appropriate for care at established intervals (our policy is every six months).

Standing Order Criteria & Actions Required If Orders Received Do Not Meet Criteria:

1. Standing orders must be submitted using approved and completely filled out requisitions.
 - Prescription pad orders, provider notes taken from medical records, letters, etc. are not approved requisitions and will not be accepted.
 - Ordering provider and/or facility will be contacted and requested to submit an approved requisition.
2. Required information includes:
 - Complete patient demographics
 - Billing information
 - Testing specific for extended course of treatment or monitoring for the patient's clinical condition
 - Diagnostic information to support the medical necessity of the testing ordered
3. Standing order criteria:
 - Timeframe of standing order must be documented: to include a beginning and an ending date
 - Maximum length of duration: 6 months; a new order or a renewal of the standing order may be submitted at the end of the timeframe to continue an extended course of testing for the patient
 - Frequency: Testing frequency must not exceed every three months. For testing at a frequency greater than every three months, individual orders may be submitted for test completion.