



April 2, 2024

Dear Valued Client,

We are pleased to share with you that American Health Associates (AHA) is implementing new processes to improve our quality, safety, and efficiency. These improvements, which will be rolled out over the next few months, will also enhance compliance for you and for AHA with federal and state regulatory and reimbursement requirements.

The OIG has targeted both long-term care facilities and clinical laboratories in its Work Plans as being at higher risk for noncompliance and audit review. More recently, Inspector General Christi A. Grimm stated in her letter to Congress to support an increase in FY 2025 enforcement budget allocation: "Two top priority areas are nursing homes and managed care: OIG is conducting enforcement and oversight to ensure these programs operate as intended..." Medicare Administrative Contractors (MACs) and Uniform Program Integrity Contractors (UPICs) will continue to target our market segment for enhanced audits.

Handwritten requisitions have been shown to have a higher rate of issues. They also can reduce the timeliness, efficiency, and quality of our service. Therefore, we will no longer accept handwritten requisitions on a routine basis. Handwritten requisitions will be accepted in lieu of online entry only in emergencies (e.g. the online order entry system is out of service).

Beginning thirty (30) days from the date of this letter, the phlebotomists visiting your facility will no longer be able to accept handwritten requisitions unless there is a system outage. Please have the **online requisitions and logs** printed for each unit by 12am Midnight and placed in the appropriate binder tab for the phlebotomist to pick up each following weekday.

Thank you for your continued partnership and understanding. We value our relationship and strive to provide the best possible service to our clients and patients. Should you have any questions or concerns, please reach out to me at your convenience.

Sincerely,

Corey Gillen

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SVP of Customer Success
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cc: Director of Nursing