

**INDIANA DEPARTMENT OF CHILD
SERVICES
&
CORDANT HEALTH SOLUTIONS**

***Referral Training – Cordant
Administered Testing***

AGENDA

- **Introduction**
- **Random Drug Screen Referrals**
 - Changes and Points of Emphasis
 - Referral Guidance
 - Cordant's Process for Random Referrals
- **Emergency Testing**
- **Ad-hoc/Additional Test Requests**
- **Contact Information**

RANDOM REFERRAL CHANGES AND POINTS OF EMPHASIS

- In-home collections will still be an option, but the departments emphasis will be on having our clients utilize ***clinic collections***.
- If in-home collections are utilized, the client will have the expectation to call in to confirm, they will NOT be contacted by a collector.
- Urine collections will be “monitored” rather than “observed”, unless there is an adulteration or other concern identified. This is a change from previous practice.
- The referrals will be for 6 months, and the units will correspond to the level that is selected.
 - Level 2 = 52 units of collection/supply
 - Level 1 = 26 units of collection/supply
- Additional panels (example: PCP) should be requested in the referrals, but there will be additional approvals before they are added (current practice).
- If the client lives or works in a different county than the referral is being generated from, please include this information in the referral.
- To transition existing client referrals, the FCM must cancel the Redwood and recreate a referral to Cordant.

REFERRAL GUIDANCE FOR RANDOM DRUG SCREENS

SELECT DRUG SCREENS AND TREATMENT FOR SUBSTANCE USE DISORDERS

MaGIC

Search

UD Environment | Penae, Rebecca J | Sign Out

Session

Select Service County:
[Dropdown]

Source:
Case

Source ID:
[Text]

Description:

Service County:
[Text]

Current User:
Penae, Rebecca J

Potential Participants

Exit Wizard

Pending Items

No Pending Items...

Please select from the following services:

MRO Assessment for Eligibility
Do the parents need assistance to manage the behavioral health care needs of one or more of the children? MRO services are Medicaid services provided in the community or family's home in order to meet the behavioral health care needs of the child. Home based services are included as well as other services for the parents to learn to meet the needs of the child. Click here to send the child(en) for an assessment for MRO services.

Home Based Services
Does this family need home based services to improve family functioning? Click here to find out about the array of home based services available.

Counseling, Psychological or Psychiatric Services
Are there members of the family who need counseling? Do you think that a psychological, intellectual, or emotional problem is contributing to the behavior of an adult or child? Is that problem interfering with the adult's ability to parent? Click here to find out more about psychological and psychiatric services.

Drug Screens and Treatment for Substance Use Disorders
Do you suspect someone in this family has a substance abuse problem? Click here to see services available to treat addictions.

Domestic Violence Services
Has there been an incident of DV with this family? Domestic Violence Intervention Services are services that would need to be implemented if there has been a history or pattern of assaultive or coercive behavior. It includes physical, sexual, or psychological attacks as well economic coercion with an adult or adolescent in an intimate relationship. Services include those for batterer, victim and child. Click here to find out more about treatment options for those affected by Domestic Violence.

Services for Children
Are you looking for a service that is targeted to the child? Click here to see our child specific services.

Other Services for Parents
Do the parents need parent education classes? Would participation in a support group be helpful to them in order to understand the CHINS process? Click here to make a referral for these kinds of services.

Visitation Supervision
Does this family need supervised visitation? This service ensures children are able to visit their parents or caregivers and/or siblings while in the care of DCS.

Global Services
To make a referral to authorize payment of global services or items (e.g., rent, utilities, clothing, children's bed and bedding, transportation etc.) click here.

Regional Childwelfare Service Coordinator Use Only
This group of services are referred by DCS Regional Service Coordinators only

For Collaborative Care Case Managers and IL Specialists Only
Services available for referral by SCMs and IL Specialists.

Child Mental Health Initiative
This group of services is for recommendation of services for the Child Mental Health Initiative only.

Clinician Staff Only
This group of services are referred by DCS Clinician Staff Only



RANDOM DRUG SCREEN REFERRAL

➤ Select random drug screens

FCM Administered Drug Screen: Special Test

Random Drug Screens

Random drug screens are drug screens completed in an unsystematic manner on a consistent basis. Drug screens can consist of Oral or Urine and can be completed in the home or in a clinic. In a true random system neither the provider (collector) nor the donor (referred to ahead of time when the donor's name will be chosen for collection. Redwood Toxicology Labs utilizes a true random system facilitated through a system called Toxaccess, which pulls a donor's name at random. This will require both the provider and donor to access the system basis to determine if the donor is to be screened on a particular day. The only screening methods available are oral and urine.

➤ Select the appropriate testing type and collection.

Note: Only one Random Drug Screen referral can be active at a single point in the time for an individual.

Drug Screens and Treatment for Substance Use Disorders - Random Drug Screens ?

Oral Screen- Administered in the Home

Oral Screen- Administered in a Clinic

Urine Screen- Administered in the home

Urine Screen- Administered in the Clinic

RANDOM DRUG SCREEN REFERRAL

The next selection is for service start date, the level, with level 2 indicating twice weekly testing and level 1 is once weekly testing for the participant(s). Please ensure to add all pertinent contact information, special instructions, safety concerns, and if the client could possibly need testing locations in a different county due to work or living situation.

MaGIK

Search

UAT Environment | Pence, Rebecca J | Sign Out

Session

Select Service County:
Adams

Source:
Case

Source ID:
[REDACTED]

Description:

Service County:
Adams

Current User:
Pence, Rebecca J

Drug Screens and Treatment for Substance Use Disorders - Random Drug Screens - Urine Screen- Administered in the Clinic

☒ Make Referral for Service ☐ Do not Refer for Service

Enter Service Date:
Service Start Date: 4/15/2021

Select the intensity of screen collection for each of the referred persons. Random screens occur in an unsystematic manner and occur 1-3 times per week.
Level 1 - 1 Screen per week, collection days randomly assigned by the Substance Abuse Screening System.
Level 2 - 2 Screens per week, collection days randomly assigned by the Substance Abuse Screening System.
Level 3 - NOT REFERABLE

Need Level	Referred Persons	Role	Birth Date	Age	CANS
Level 2	[REDACTED]	parent	[REDACTED]	-	

If you do not know your child's Medicaid Network, please email MedicaidUnit@dcs.in.gov. If you need general physician, prescription, or medical equipment information, click [here](#) for a link to Medicaid.

Select the provider from one of the following:
TECHNICAL RESOURCE MANAGEMENT LLC - Non-Med...

Please enter any special instruction for the provider related to this family:
Ms. Smith is ordered to complete random drug screens. Ms. Smith can be reached at 000-111-2222. Ms. Smith lives and works in Adams County.

Please enter the goals of the service for this family:
Comply with random testing

Save Cancel

Page 6

Cordant

RANDOM DRUG SCREEN REFERRAL

- After saving the referral and selecting “finish wizard”, click on the “referrals for approval” link from the main case page, and then “review” the referral.

Case ID: [Redacted] [Redacted] Action ▾

Navigation

Case Information

Internal Programs/Activities

[Referrals for Approval \(4\)](#)

- Please “review” the referral.

Action Required-The following referral(s) have not been submitted for approval

Referrals							
		Date	Vendor Name	Service	Referred Persons	Delivery Method	Delete
Approve	Review	04/15/2021	TECHNICAL RESOURCE MANAGEMENT LLC	RANDOM DRUG TESTING	[Redacted]	Unknown Address	ⓘ
						Address On	

RANDOM DRUG SCREEN REFERRAL

- Please verify that the information was entered correctly. This will look different than the current vendor referrals, as there will be more components listed. Please then select the “Action” drop down tab, and submit for approval.

[Referral Inquiry](#) // [Referral Information](#)

Referral ID: 2477121

Case Name

Action ▾

Referred Services

Select ▾

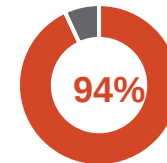
Package: Drug Screens and Treatment for Substance Use Disorders - Random Drug Screens

Billable Unit ID	Service	Start Date	End Date	Stop Date	Max Units	Referred Person
☐ RF0005393715	RANDOM DRUG TESTING - Urine Supply	04/15/2021	12/31/2021		52	
☐ RF0005393714	RANDOM DRUG TESTING - Ad-Hoc	04/15/2021	12/31/2021		52	
☐ RF0005393713	RANDOM DRUG TESTING - Confirmation	04/15/2021	12/31/2021		52	
☐ RF0005393712	RANDOM DRUG TESTING - Urine Initial	04/15/2021	12/31/2021		52	
☐ RF0005393711	RANDOM DRUG TESTING - Collection	04/15/2021	12/31/2021		52	

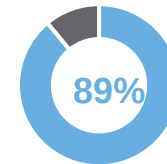
CORDANT SENTRY™ TESTING MANAGEMENT SYSTEM

Sentry supports participant engagement and adherence, while improving protocol-driven testing for treatment programs

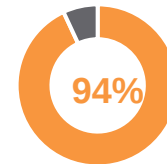
- ❖ Randomization schedules are managed in Cordant's proprietary system called Sentry
- ❖ Client's will call in daily to find out if it is their day to test
 - ✓ All calls are logged
 - ✓ Missed calls will be included on the compliance report
- ❖ All collection sites and mobile collectors will print the chain of custody form from Sentry
 - ✓ If a chain of custody form is not printed on the day of a required test, a Missed Test will be reported.
 - ✓ In the unusual event that a manual COC needs to be utilized, the missed test will be "forgiven" in Sentry and reported as a forgiven missed test on the compliance report.



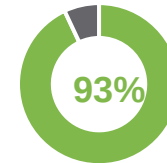
believe Sentry **improves participant accountability** to their drug testing program



believe Sentry **improves participant adherence** to drug testing requirements



believe Sentry **improves job efficiency and daily workflow**



believe Sentry **is a critical component to managing drug testing**

RANDOM REFERRAL WORKFLOW

IN DCS Family Case Manager (FCM) Process

1. FCM provides the client with the Cordant Introduction Letter

- a) Notifies the client that Cordant will be contacting them and their responsibilities
- b) Includes Cordant's contact information so they can initiate contact and begin the process

2. FCM submits the referral to initiate an electronic referral to Cordant

3. The referral is received in Cordant's referral management system

- a) Once received in Cordant system, a *"Referral received confirmation letter"* is emailed to the FCM



Indiana Department of Child Services (DCS) has partnered with Cordant Health Solutions ®™ to provide drug- and alcohol-testing services to its clients.

What this means for you:

- As a DCS client, you will be contacted by a member of Cordant's referral management team by mail, email, phone or text within the next few days. Cordant will provide you with:
 - o A list of testing locations in your area with addresses and hours of operation so you can coordinate a test time that fits your schedule.
 - o A phone number you are required to call each day after your initial test to find out if it is your day to test again.
 - o Contact information for a Cordant referral management team member who can answer questions regarding your initial test.

Your responsibilities:

- As an Indiana DCS client, you are expected to comply with the testing schedule ordered by DCS or the court system. Failure to comply will be reported to your DCS case manager and could impact your case. Upon receiving the documents outlined above, you are expected to:
 - o Select one of the testing sites provided and appear for your initial test within the time specified in the welcome letter.
 - o Call the phone number provided daily to determine if you will be testing that day (after your initial test) and submit a sample at a testing collection location if so.

Cordant's experienced team is committed to providing you the tools to simplify the testing process. Ensuring your drug-testing services are handled quickly and in a responsive and respectful way is our top priority.

We encourage you to reach out to the Cordant referral management team at 866-217-0862, option 1 with questions about your initial test, testing locations or any other concerns you might have.

For any questions concerning your DCS case, please contact your DCS case manager directly.



RANDOM REFERRAL WORKFLOW, CON'T

Cordant Care Coordinator(CC) Process

1. The CC makes an introductory call to the client, explains the process and expectations
 - a) CC sends a client welcome package to the client which includes:
 - A welcome letter
 - Collection site list
 - Phone system instructions
2. During the 7-day referral period, CC continues to make regular calls to the client and check Sentry to confirm they have appeared for collection.
3. Client shows for initial test within 7 business days:
 - The CC sends a "*Collection confirmation letter*" via email to the FCM
 - The completed lab report will be sent electronically to DCS system
4. Client NO-SHOW for initial test
 - The "*Client No-Show letter*" is sent via email to the FCM requesting additional directive
 - If no additional directive received in 7 business days, the CC would discontinue client engagement attempts
 - FCM will continue to receive compliance reports and will be notified if the client does appear for testing after the 7-day referral period

EXAMPLE COLLECTION SITE LIST



Region 10 - Collection Site List

County	Name of Site	Address	Phone Number	Hours	Site Instructions or Special Notes
Marion	Favorable Behavior Support Svcs (Work Comp Management Services)	1311 N. Arlington Ave. Indianapolis Suite 202 Indianapolis, IN 46219	(317) 672-2942	M-F: 8:30-5PM	
Marion	Favorable Behavior Support Services (Work Comp Management Services)	5144 E. Stop Rd. 11 Suite 19 Indianapolis, IN 46237	(317) 992-2821	M-F: 8:30-5PM	
Marion	Arcpoint Labs of Indianapolis West	5035 W 71st St Ste L, Indianapolis, IN 46268	(317)-969-6926	M-F 8:30 -5	
Marion	Together We Can, LLC	9226 Evergreen Avenue Indianapolis, IN 46240	(317)523-8963	M-F: 8-5:00PM	
Marion	L.A.S.E.R. Project Inc	1311 N Arlington Ave Ste 110, Indianapolis, IN 46219	(317)900-2803	Mon-Sat: 8AM-8PM	
Marion	Kelly Laboratory	5610 Crawfordsville Rd Ste 102, Indianapolis, IN 46224	(317)620-0770	Tues/Thurs/Fri: 10:30AM-5:30PM	No male urine observed collections
Marion	Miracle Works LTD.	3125 Dandy Trail Suite 130 Indianapolis, IN 46214	(843)469-9782	Wed/Thurs: 9:30AM-12:30PM	
Marion	DISA Global Solutions, Inc.	603 E Washington St # 200, Indianapolis, IN 46204	(317) 262-2200	M-F: 7:30-5PM	

- If you know a DCS client will need to test in another Region, please include that information in the special instructions of the referral.
- Additional time will be needed by the Cordant team to ensure that the collection sites are properly associated.

EXAMPLE PHONE SYSTEM INSTRUCTION SHEET

Drug Testing Notification System Instructions IN DCS - Region 10

Client Information

Client Name: Client, Test	Date of Birth: 10/18/2000
ID Number: 752404	Worker: Collection Sites, IN DCS

Responsibilities

I hereby acknowledge that beginning May 14, 2021 I am responsible for calling into the Drug Testing Notification System Monday-Friday, between 1 am and 8:59 am at the following number(s):

463.800.3191

The Drug Testing Notification system may also be accessed on your phone or computer at mycallin.com.

In the event that the system could not be reached or was busy I understand that I must to continue checking the system until I am successful or use mycallin.com.

Phone System Instructions

When calling the UA call line phone number you will receive the following prompt:	"You have reached the drug testing notification system. Press 1 for English. Press 2 for Spanish."
Once entered you will receive the following prompt:	"Please enter your ID Number."

Once the ID has been entered you will receive the following prompt:	"Does your last name begin with 'CLI'? If yes press 1. If no press 2." If you press 2 you will be asked to re-enter your ID number.
---	---

Once you confirm your last name you will hear:	"You are required to test today" OR "Do not test today". Message repeats 3 times and the call ends.
--	---

If you call before 1 am you will hear:	"You have called the drug testing notification system too early, please call back between 1 am and 9 am".
--	---

If you call after 9 am you will hear:	"You have called the drug testing notification system too late, please call back tomorrow between 1 am and 9 am."
---------------------------------------	---

Acknowledgement of Receipt of Warning

By signing this form I confirm that I understand the information that has been listed above. I also confirm that I agree to follow regulations herein.

Client Signature

Date

Worker Signature

Date

Witness Signature (if Client understands warning but refuses to sign)

Date

Notes and Special Instructions

CLOSER LOOK AT INSTRUCTIONS

Client Information

Client Name: Client, Test

Date of Birth: 10/18/2000

ID Number: 752404

Worker: Collection Sites, IN DCS

Responsibilities

I hereby acknowledge that beginning May 14, 2021 I am responsible for calling into the Drug Testing Notification System Monday-Friday, between 1 am and 8:59 am at the following number(s):

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In the event that the system could not be reached or was busy I understand that I must to continue checking the system until I am successful or use mycallin.com.

- ❖ The Cordant Care Coordinator will send a copy of the “welcome package” that goes to the client to the FCM as well.
- ❖ **Important note:** Phone numbers will vary across the state. The DCS client should ensure that they are calling the phone number that is provided on their individual instruction sheet.

RANDOM REFERRAL WORKFLOW, CON'T

Client Responsibilities

1. After completing their initial test (within the first 7 business days), the client is expected to:
 - a) Continue to make daily calls into the phone system to confirm their days to test
 - a) **Collection Site Testing**
 - a) Client is expected to appear at any of the collection sites provided to them on the day of their scheduled test
 - b) ***Important note:*** A collection site can only perform a collection in Sentry when there is a scheduled test.
 - b) **For In-Home Testing**
 - a) Cordant's field operations team will only coordinate an in-home collection for clients that are scheduled to test and completed their required daily check-in call
 - If the client is unavailable for an in-home collection, the client can go to any of the collection sites listed on the collection site list provided to them in the welcome package
 - If a client is not present for their in-home collection 3 times, they will be put on a “hold” status and our team will not attempt additional in-home collections.

RANDOM REFERRAL WORKFLOW – TRANSITION PROCESS

Revised Process During Transition

1. FCM submits the referral to initiate an electronic referral to Cordant
2. The referral is received in Cordant's referral management system
 - a) Once received in Cordant system, a "*Referral received confirmation letter*" is emailed to the FCM
3. Cordant's Referral Management Team will send an email to the FCM that includes:
 - Welcome Letter
 - Phone System Instruction Sheet
 - Collection Site List
4. FCM will provide the information to DCS Client
5. DCS Client's requirements to call into the phone lines and the beginning of the randomization schedule will begin on the day included in the email.

RANDOM REFERRAL WORKFLOW, CON'T

FCM Compliance Process

Once the initial test is complete, the FCM will continue to monitor the client's compliance using the Compliance Report

Client Compliance Report



Case: bop, bop
333 Mesilla St NE
test_address2_value
Albuquerque, NM 87108

Race: W
Sex: M
DOB: 12/30/1972
SSN:
Phone:

Current Group: Berry Groups
Case ID: 9584
IVR Code:

Other Information: A note

Compliance Summary

Compliance Score 30 Day:	0
Compliance Score 60 Day:	0
Compliance Score 90 Day:	0
Compliance Score 180 Day:	0
Compliance Score 365 Day:	0

Missed calls	78
Total Random Tests	22
Total Single Tests	3
Total unforgiven missed tests	21
Abnormal/Issue tests	0

Schedule Description

1/w 2 tests 0% 21/2/3: 2/3/2021 - Current

Test Code

- 87.5: URINE: Oxycodone (300 ng/ml)
- 280: 8 DRUG SCREEN *INCLUDES ETG*

RANDOM REFERRAL WORKFLOW, CON'T

Client Compliance Report



Case: bop, bop
333 Mesilla St NE
test_address2_value
Albuquerque, NM 87108

Race: W
Sex: M
DOB: 12/30/1972
SSN:
Phone:

Current Group: Berry Groups
Case ID: 9584
IVR Code:

Other Information: A note

Date	Call Required	Did Call	Test Required	Test Received	Test Result
3/7/2021	Yes	Missed	No	AM30705E5	Pending1
	Violation Category		Notes		
	specimen tampering		Collection violation test		
	deception attempt		Invalid test		
	Collector		Collection Notes		
	boysieP, boysieP		This is a collection note		
	boysieP, boysieP		This is a note on a violation		
3/6/2021	Yes	Missed	No	No	

RANDOM REFERRAL WORKFLOW, CON'T

Client contact information is incorrect or not received

1. If a client phone number is not provided or if it is incorrect/disconnected and no other contact information exists:
 - a) A "Request for client contact information letter" is sent via email to the FCM and cc'd to the supervisor requesting additional client contact information
 - If no additional contact information or directive is received in 7 business days, Cordant would discontinue client contact efforts
 - A "Cancellation- lack of information letter" is sent to the FCM via email notifying all client engagement activities will be discontinued

OTHER IMPORTANT ITEMS

Hair Testing

- Hair collections are performed by Cordant's Mobile Collection team.
- Please submit the referral and then contact Cordant at **866-217-0862** to schedule the collection.
- An FCM must be present for all hair collections requested on a minor.

Name on ID does NOT Match Name on Referral

- To the extent possible, please ensure that the client's name on the referral matches the name on the client's photo ID
- If this is not possible, ***please include the client's name as it appears on their photo ID*** in the special instructions of the referral.
- Cordant will enter this information into Sentry as a Note to Collector so that proper ID can be made prior to collection.

OTHER IMPORTANT ITEMS

DCS Client Does Not Have a Photo ID

The screenshot shows the SENTRY Cordant Health Solutions interface. At the top, there is a search bar with 'rocker' entered. Navigation links include 'Home | Settings | Log Out' and 'Cordant Demo - Enterprise Decia Stenze'. Below the navigation bar are tabs for 'Patient Info', 'Test Results', 'Testing Schedule', 'Phone System Log', 'Collections', and 'Patient History'. The 'Patient Info' tab is active, showing 'Collecting For: Rocker, Ty'. A 'PLEASE CONFIRM IDENTITY' prompt is displayed. On the left, there is a patient profile card for Ty Rocker with the following details: Name: Ty Rocker, Date of Birth: 10/11/2004 Age: 16, Sex: M, Race: N/A, Patient ID#: 411511, and Notes: NO Photo ID; please use photo in Sentry for identification. On the right, there are two buttons: 'IDENTITY CONFIRMED' (green) and 'IDENTITY INVALID' (red).

PLEASE CONFIRM IDENTITY	
	Name: Ty Rocker Date of Birth: 10/11/2004 Age: 16 Sex: M Race: N/A Patient ID#: 411511 Notes: NO Photo ID; please use photo in Sentry for identification.

- ❖ In the special instructions of the referral, please include a note that the client does not have a photo ID.
- ❖ Send a photo of the client to INDCSreferralsteam@cordanth.com
 - ❖ ***Please include the Person ID of the client in the subject line of the email.***
- ❖ Cordant will upload the photo into Sentry so that a positive ID can be made by the collector.

EMERGENCY DRUG SCREEN CHANGES AND POINTS OF EMPHASIS

- Emergency drug screens should only be used for that purpose, emergencies. They should not be utilized as routine way to have a client collected.
- DCS staff will be expected to be present for all emergency collections that are requested.
- There will be an “emergency” drug screen referral in KidTraks (this is a change from the current state), and a referral must be completed for uploading of report into KidTraks.
- There will not be an option for emergency oral collection, as the field will have access and use of the instant oral devices to administer.
- Hair follicle collection will not be conducted as an emergency collection.

EMERGENCY TESTING WORKFLOW

- Call Cordant at [866-217-0862](tel:866-217-0862) to request an emergency collection
- The FCM should provide as much information as possible:
 - Number of specimen collections that need to be performed
 - Donor(s) Name (if available)
 - Assessment ID or Case ID (if available)
 - Collection location
- A Cordant mobile collector meets the FCM & client at the collection location
- The mobile collector collects the specimen and the FCM reads the instant test result
 - Negative Result
 - Documentation of the use of the instant device and emergency collection are sent to the lab
 - Positive Result
 - The specimen is sent to the lab for confirmatory testing
- Urine collections will be monitored (non-observed) unless an observed collection is specifically requested, and a same sex collector is available for the collection



The FCM must submit a referral in KidTraks at their earliest convenience to initiate the necessary electronic referral to Cordant. **Please include the Chain of Custody Form number in the special instructions dialogue box.**

SUD ASSESSMENT/OUTPATIENT TREATMENT REFERRALS

Important Note:

The transition of treatment referrals to Cordant will NOT be included in this initial implementation. The implementation date for treatment referrals will be determined at a future date.

FCM Process

1. The FCM submits referral to the treatment provider in KidTraks
2. Once the treatment provider accepts the referral, an electronic referral is sent to Cordant

Cordant CC Process

1. When the referral is received, "*Referral received confirmation letter*" is sent via email to the FCM
2. Within Sentry, the DCS Client Profile will be created and access to that specific Client will be granted to the Treatment Provider.

Treatment Provider Process

1. The treatment provider will perform the collections within Sentry
2. Once a specimen is tested, the treatment provider will also have access to the results within Sentry
3. The treatment provider will have visual access to the number of remaining approved drug testing units

AD-HOC/ADDITIONAL TEST REQUESTS

*****Requests for additional testing require DCS authorization*****

- The standard panel for both urine and oral fluid includes the following substances:

Amphetamines/ Methamphetamines, Benzodiazepines, Buprenorphine, Cocaine, Cannabinoids, Fentanyl, Opiates, Oxycodone, and Tramadol.

- Add-on substances that are included on the Cordant contract:

Urine		Oral Fluid
Alcohol (EtG)	Meperidine	Alcohol (Ethanol)
Methadone	Dextromethorphan	Methadone
PCP	Gabapentin	PCP
Barbiturates	Zolpidem	Barbiturates
Ecstasy	Spice	Ecstasy
EDDP (methadone metabolite)	Bath Salts	
6-AM (heroin metabolite)	Kratom	

AD-HOC/ADDITIONAL TEST REQUESTS

Add-ons for Cordant Administered Testing:

- FCM should include the request in the special instructions section of the referral.
 - ❖ Cordant will obtain approval
- Once approved, Cordant will add the approved testing to the random testing schedule.
- If an additional substance needs to be tested on a sample that has already been tested at the lab, send the request to NClientServices@cordanth.com
 - Please include the accession number and the add-on substances that need to be tested in your email.
 - Cordant will obtain approval before ordering the test.

Add-ons for FCM Administered Testing:

- All requests for add-on testing for an FCM administered test must be sent to Cordant's Client Services Team at NClientServices@cordanth.com
 - Please include the Chain of Custody Number and the add-on substances that need to be tested in your email.
 - Cordant will obtain approval before ordering the test.

Important Note: Requests for “retesting” a sample are unlikely to be approved. All positive samples are confirmed by LC/MS/MS and “retesting” an already confirmed sample is not necessary.

CORDANT CONTACT INFORMATION

866-217-0862

Dedicated Indiana DCS Support Line

- Business Hours: Monday through Friday 7am-6pm EST

Referral Management Team

Client Services

Emergency Requests



Contact Sheet



Referral Management Team
I have questions about a recent referral or referral status.
I need to provide updated client contact information pertaining to a recently submitted referral.

Phone: 866-217-0862, Option 2
Email: INDCSreferralteam@cordanth.com



Client Services Team
I have questions regarding result interpretation/clarification.
I need to place a supply order.
I need Sentry Support.

Phone: 866-217-0862, Option 3
Email: NCClientServices@cordanth.com



Legal Support Team
I need to request litigation support services.

Email: INDCSLegal@cordanth.com

Please specify the support type needed and all pertinent data for the applicable donor/specimen(s):

◆ Custodian of Record Request	◆ Litigation Packet
◆ Affidavit of Certifying Scientist	◆ Testimony/Expert witness



Emergency Collection Request
I am an Indiana DCS case worker calling to request an emergency specimen collection or immediate test request.

Phone: 866-217-0862, Option 5

cordantsolutions.com 12015 East 46th Ave, Ste. 220 Denver, CO 80239

Please do not call the collection sites directly with questions about referrals, call-in requirements, etc.

THANK YOU FOR YOUR TIME

QUESTIONS?



COLLECTION QUALITY CONTROL



Collection errors logged at lab, monitored and addressed regularly



Periodic, documented collection site inspections



Mobile application used by all mobile collection team members (assists in scheduling, provides tracking and reporting capabilities)



Required Supervisory Audits by Regional Leads daily/weekly to track and monitor services delivered and address concerns immediately

CORDANT'S MOBILE COLLECTION TEAM

- ❖ Mobile collection team will be managed by Cordant.
- ❖ All mobile collectors will be required to use our mobile collection app.
- ❖ Location of each check-in point is logged, including the distance from the required location.
- ❖ Our supervisors will monitor the “check in” status of all collections performed by the mobile collection team.

The screenshot displays the Cordant mobile collection app interface. At the top, a blue navigation bar contains icons for Schedule, Work, Activities, Resources, Availability, and Manage. Below this, a header section shows the user's name 'John Doe - 4/7/1990 - 555-555-5555 - Referral Instructions', a 'Complete' status, and a lock icon. The main content area is divided into two sections: a left sidebar and a right map. The sidebar shows the resource 'Amy Moore' and a table of check-in points. The map shows a street view with a red location pin and a traffic light icon. The table lists the following check-in points:

Resource	Job duration	Travel time
Amy Moore	1min	1min
Confirmed	9:45am, Wed Apr 7, 2021	
En Route	12:45pm, Wed Apr 7, 2021	58ft from job
Checked In	12:45pm, Wed Apr 7, 2021	58ft from job
In Progress	12:46pm, Wed Apr 7, 2021	58ft from job
Complete	12:46pm, Wed Apr 7, 2021	58ft from job

COMMUNICATIONS AND NOTIFICATIONS

All letters are embedded in the email and are sent from INDCSreferralsteam@cordanthhs.com

Initial Communication:

Notification of Referral Received > Email sent to the FCM when Cordant receives and creates the referral in our referral management system

Communications based testing outcomes or barriers:

1. Specimen Collection Confirmation Letter > Email sent to the FCM when Cordant confirms a specimen was collected through a collection site or in-home collection, during the initial 7-day referral period
2. Client No-Show for Specimen Collection Letter > Email sent to the FCM when the client does not show for collection within the 7-day referral period
3. Lack of information letter > Email sent to the FCM when there is missing or incorrect client contact information
 - a) Sent to the FCM and cc'd to the supervisor - **response needed in 7-business days**
4. Cancellation- Lack of information letter > Email sent to the FCM and supervisor when no additional client contact information is received within the 7 business days