

Third Party Administrator Service Offer

Thank you for your interest in MultiCare Occupational Medicine as a drug & alcohol collection site and/or medical exam service provider. We are happy to partner with TPAs for these services where it is compatible with our goal to provide exceptional workers compensation care, and excellent service to employers located in the communities we serve. ***Please review, sign and return this page and the attached Fee Schedule.***

- **For local employers:** Our mission is serving local employers and workers. We accept protocols for employers with facilities in our service area of Pierce County and south King County, Washington.
- **Employers as mutual clients:** Complete company address and contact information is required so that we may contact them about workers compensation care and other services not provided through the TPA. The TPA agrees to submit a protocol for each employer for review/acceptance prior to sending employees for services.
- **Certifications and compliance:** Drug & alcohol tests are conducted by technicians properly trained and certified, and completed in accordance with DOT 49 CFR Part 40. We do not provide collector name and credential rosters. DOT physicals are conducted by providers in the FMCSA National Registry of Medical Examiners and according to DOT guidelines. Private medical records are treated in compliance with HIPAA.
- **Recollection due to clinic errors:** If an error at our clinics results in a rejected drug or alcohol test at the lab or MRO, we will provide recollection services at no charge.
- **Pricing:** TPA agrees to reimburse MultiCare Occupational Medicine per our Fee Schedule (attached). We will provide 60 day notice of price changes.
- **Billing and payment:** TPA agrees to pay MultiCare Occupational Medicine within 60 days of service provided per this offer, including mutually agreed documentation. Interest at 12% annual rate will be applied to past due accounts. The TPA agrees there is no time limit to provide documentation for payment. Payment must be made to MultiCare Occupational Medicine at the above address.
- **Efficient, standard protocols.** Clinical efficiency is essential to providing quality service and care at an affordable cost. We are unable to accept complicated, customized protocols.
 - Drug & alcohol collection (walk-in service)
 - Donor presents chain of custody form (CCF). They are not stored unless agreed in advance.
 - Lab and MRO information is required to setup the protocol.
 - We process chain of custody forms according to standard, widely used procedures. In addition, we will provide a maximum of two (2) fax or email transmissions of CCF copies to the TPA, employer or MRO.
 - Medical exams (by appointment)
 - We will result using standard clearance forms to one fax or email recipient.
 - OSHA Respirator and HazMat medical clearance exams: Submit employer respirator policy and hazard list, and your protocol for review prior to scheduling appointments.
- **Account Services:** Protocol adds & changes, record follow-up and most other administrative service questions should be directed to Account Services in our administrative office, not the clinic.

TPA Acceptance:

Signature

Date

Company Name

Print Name, Title

Return signed copy to Account Services

Email: ocmed@multicare.org (preferred / for fastest service)
Tel 253-459-6541 fax Fax 253-459-6708