

***THE NEW HAMPSHIRE BOARD OF NURSING
(NHBON)***

*with support from
Partnership for Professional Wellness*



Advancing Recovery
Case Management System

Participant Start-Up Instructions





INTRODUCTION

Welcome to the Eleos Compliance Validation System designed to support the ongoing challenges of recovery. The work of NHBON and Partnership for Professional Wellness (PPW) is to promote the use of evidence-based practices to advance recovery and professional accountability. We believe, through innovative partnerships with participants, providers and NHBON, our initiative will improve outcomes. Your cooperation and support is important.

Our hope is that having a toxicology partner that supports your Board's focus on recovery will substantially improve your ability to maintain healthy recovery and validate your monitoring requirements. Our objective is to provide services supporting objective, documented, validation of sobriety and long-term, successful outcomes.

REGISTRATION/ENROLLMENT/BILLING

The Release and Registration Forms are attached. A credit/debit card is necessary to complete registration. If you do not have a credit or debit card and need an alternative method of payment, you can purchase a "gift card" at local merchants. To locate a merchant in your area who sells Visa Gift Cards, you can go to www.visa.com. Type "gift cards" in the search window at the top right of the screen and click on "**Visa USA / Personal / Visa Gift Card – Get a Gift Card.**" On the left, click "**Gift Card Locator**" under "**Get a Gift Card.**" Enter the city and state and click "Search." It will display a map and a list of merchants.

Please fax the completed forms to us at 502-742-3469. Once we receive those forms, you will be enrolled in the system.

On or around the 10th of each month, you will be billed a flat rate fee (see attached PPW Reference Card) depending upon the level of testing selected for you by your Board. This fee covers the cost of a variety of drug testing methods (including urine, hair, nails, blood) and contest protocols (including MRO and retesting). This cost, however, does not include for-cause testing and the collection site fee which must be paid at the time of service to the collection site.

DAILY CHECK IN

The notification system, accessible on line, is a secure, reasonable and "*documentable*" system. This system uses a personal identification number (PIN) to protect your anonymity. Once you have completed enrollment, you are required to check in every day except

weekends and major holidays (New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day or Christmas Day).

Check in methods are listed below:

- By going online to <https://www.ppwonline.org/NH> **Monday through Friday between the hours of 5:00 a.m. and 12:00 noon (your local time)**. Enter your PIN Number in the box on the screen. (Your pin number is located on the attached PPW Reference Card.) You will then be informed as to whether you are or are not selected for a test. If you are selected for a test, you will be informed of the panel which you must write down and take to your collection site so that the panel can be included on the Chain of Custody form. If you check in online, print a copy of your check-in page with the 27-digit unique check-in confirmation code for your records.
- By calling the automated phone system – **866-763-6519** – **Monday through Friday between the hours of 5:00 am and 12:00 noon (your local time)**. You will be asked to key in your four-digit call-in number which is the last four digits of your pin number. Your call-in number is located on your PPW Reference Card. You will receive a confirmation number at the end of your call. This confirmation number is unique to each check in. We suggest you keep a notepad and write down the date of your check in as well as the confirmation number and keep it for your records. If you are selected for a test, you will be informed of the panel which you must write down and take to your collection site so that the panel can be included on the Chain of Custody form.

If you have any questions, you can contact PPW:

Partnership for Professional Wellness

1-502-228-3757

email: NHRTR@aol.com

Monday through Friday 7:00 am to 5:00 pm EST

COLLECTION SITE INFORMATION

You can use any licensed medical facility. However, you cannot use a collection site that uses only a specific lab (i.e., LabCorp, Quest). We recommend you have a site lined up for your testing before the day of your selection. You can locate a collection site by going to the web site, <https://www.ppwonline.org/NH>, and entering your pin number and then an address, a city and/or a zip code. Then click "Find." Collection sites will be listed.

Please contact the site you wish to use in advance for the following:

1. Confirm the collection site fee and make sure they will accept payment from you at the time of your test.
2. Confirm the site will ship specimens to United States Drug Testing Laboratory using the lab's shipping label which you will provide to the collection site. (You will provide all they need for your test.)

COLLECTION SITE INFO.

3. Confirm their first scheduled time and the last scheduled time for specimen collection (may be different than hours of operation).
4. Check to see if you need an appointment or if they accept walk-ins.

If you are a new participant, **DO NOT JUST ASSUME YOU WILL BE ABLE TO CONTINUE TO USE YOUR CURRENT SITE. ALWAYS CALL AHEAD.**

TEST KIT INFORMATION

PPW will furnish each participant with all material needed for a specimen collection after receipt of the Payment and Registration form.

The pre-addressed, postage paid PPW Defense Collection Kit® contains all you need for your UA collection. The kit contains the following:

- Testing materials
- One Chain of Custody form
- One Confirmation Fax which contains collection site instructions

For your protection and documentation of compliance, the collection site is required to fax the fax cover sheet and a copy of your Chain of Custody form to PPW on the day of collection. This is a requirement of all collection sites. The fax must be sent directly from the site. If not, the collection will not be validated and a “No Show” report will be issued.

In order to continue to use your current collection site(s) or a new site, it is your **responsibility** to contact the site before being selected to test to insure they will follow procedures.

COLLECTION PROCESS

The testing process is as follows:

- **Take the sealed test kit to the collection site.**
- **Inform collector of drug panel (panel was included in selection notice).**
Panels/methods you are subject to include, but are not limited to, the following:
 - ETG/ETS (urine and hair)
 - PETH (blood spot)
 - NailStat12 through NailStat14
 - HairStat12 through HairStat14
 - UrineStat12 through UrineStat17

The collection site technician should follow the protocols listed below:

- (1) Unseal the collection kit.
- (2) Conduct the test and place your completed specimen collection back into the box.
- (3) Seal and tape the box closed.
- (4) Complete the fax cover sheet and the Chain of Custody Form. Fax both forms to PPW at 502-742-3469 or (877) 237-8016, and
- (5) Mail (by U.S. Mail) the Collection Kit to the lab (the address and postage are on the box)

TEST KIT INFO.

COLLECTION PROCESS

When you have two kits remaining, you should order more kits by going to your Eleos check-in web site and clicking on “Order kits” or calling (502) 228-3757.

The test kits are very costly. If you lose your kits and must reorder them prematurely, there is a charge of \$12 per kit.

FREQUENTLY ASKED QUESTIONS BY COLLECTION SITE PERSONNEL

For your convenience, listed below are some questions from collection sites. We have included them so you can provide these answers to the collector if needed.

QUESTION: Are there instructions?

ANSWER: Collection site instructions are contained in the test kit box.

QUESTION: How is the specimen sent?

ANSWER: Place the specimen back in the box, tape up the box and drop in U.S. Mail.

QUESTION: What do I do with the red seal label in the box?

ANSWER: The label is placed in the box by the lab and is used to seal a single specimen. Since we are using dual specimens, the two labels on the Chain of Custody form are used to seal the two specimens and the red label is an optional (extra) seal and is not required.

QUESTION: Do we really need to fax the confirmation fax?

ANSWER: Yes, the confirmation fax is how we determine whether the donor dropped on the required date. Otherwise, the donor will be regarded as a “no show.” If we receive a result but do not receive the COC *from the collection site*, the result is marked as “UNVALIDATED.”

QUESTION: Do we bill PPW or NHBON or does the donor pay?

ANSWER: The donor pays at the time of the test. We do not pay collection site fees on behalf of the donor.

FORMS

Your NHBON required forms are located on the Eleos check-in web site. Please make copies of the forms as necessary. The forms should be filled out and sent to your program.

Please contact your case manager if you have any questions.

HELPFUL HINTS

- (1) Read all of the instructions before calling.
- (2) Report any changes to your contact or payment information to PPW.
- (3) **Confirm we have your correct contact information and make sure** your email address, fax and any other method of communication you use are secure.
- (4) All participants must check in online or by phone Monday through Friday from 5:00 AM to 12:00 Noon.

- (5) If you are a new participant, it only takes a few minutes to complete the Release and Payment Authorization Forms (this serves as your registration form as well). If you wait until the last minute, you risk a compliance issue.
- (6) It is your responsibility to contact the collection site you wish to use. If you are a new participant, DO NOT ASSUME YOU WILL BE ABLE TO CONTINUE TO USE YOUR CURRENT SITE.
- (7) It is your responsibility to review the Chain of Custody form after your test to make sure the correct panel has been selected and the form is complete.
- (8) It is your responsibility to make sure the collection site faxes your Chain of Custody form.
- (9) Check to be sure your collection site fee can be paid by you at time of collection and your site will ship specimens to United States Drug Testing Laboratory. Each participant will be provided with collection kits and shipping materials in advance of each collection after completing the payment and registration process.
- (10) If you do not have, or are unhappy with, your current **collection site**, contact your case manager.

NHBON hours of operation: 8:00AM to 4:00PM EST Monday through Friday