



Sonora Quest
Laboratories™

A Subsidiary of Laboratory Sciences of Arizona

2021 Laboratory & Testing Updates

(January 2021 to date)

If you would like to receive Client Grams via email, please contact your Account Manager or email us at ClientGram@SonoraQuest.com.

You may also visit sonoraquest.com/test-directory to use our Searchable Test Directory for the most accurate information.

UPDATE: Temporary Patient Service Center Closures and Appointment Only Conversions

Sonora Quest Laboratories is committed to ensuring the safety of our guests and communities along with our valued team members. As we manage through this pandemic, we have made a difficult decision to continue the **temporary** closures of the following Patient Service Centers until Monday, February 1, 2021.

City	Address
Glendale	3800 W. Happy Valley Rd. (Inside Safeway), Glendale, AZ 85310
Phoenix	4524 N. Maryvale Pkwy., Suite 120, Phoenix, AZ 85031
Phoenix	550 E. Bell Rd. (Inside Safeway), Phoenix, AZ 85022

Additionally, we have made the decision to **temporarily** close the following Patient Service Center beginning Monday, January 11, which will remain closed until further notice. Patients with appointments at this location will be contacted and rescheduled at alternative locations.

City	Address
Scottsdale	7281 E. Earll Drive, Suite #2, Scottsdale, AZ 85851

The following Patient Service Centers have been **temporarily** converted to appointment only as of Thursday, December 31, and will remain so until further notice.

City	Address
Goodyear	9890 S. Estrella Pkwy., Goodyear, AZ 85338
Fountain Hills	13620 N. Saguaro Blvd., #150, Fountain Hills, AZ 85268 (appointment only after 1 p.m.)
Peoria	7757 W. Deer Valley Rd. Suite 265, Peoria, AZ 85382
Sun City	10503 W. Thunderbird Blvd. Suite 105, Sun City, AZ 85351
Surprise	15331 W. Bell Rd., Suite 110, Surprise, AZ 85374

Patients can visit [SonoraQuest.com](https://www.SonoraQuest.com) for a complete listing of our Patient Service Centers and to schedule appointments.

UPDATE: Sonora Quest Patient Service Center Carside COVID-19 Collections

Please see the updated locations below that are providing carside collection for symptomatic/recently exposed patients. Carside testing is available **by appointment only**. Patients are encouraged to visit [SonoraQuest.com/OrderCovid](https://www.SonoraQuest.com/OrderCovid) for up-to-date locations offering carside collection.

City	Address	Hours
Bullhead City	3003 Hwy 95., Suite H81 Bullhead City, AZ 86442	8 a.m. – 3:30 p.m.
Casa Grande	1860 E. Salk Dr., Suite A1 Casa Grande, AZ 85122	11 a.m. – 3:30 p.m.
Flagstaff	1100 N. San Francisco St., Suite C Flagstaff, AZ 86001	11 a.m. – 3:30 p.m.
Appointments Available by Jan 11: Fountain Hills	13620 N. Saguaro Blvd., Suite 150 Fountain Hills, AZ 85268	1:30 p.m. – 3:30 p.m.
Glendale	6320 W. Union Hills Dr., Suite 160 Glendale, AZ 85308	Noon – 3:30 p.m.
Glendale	9980 W Glendale Ave., Suite 120 Glendale, AZ 85307	11 a.m. – 3 p.m.
Kingman	2505 Hualapai Mountain Rd., Suite A Kingman, AZ 86401	1 p.m. – 4 p.m.
Maricopa	21300 N. John Wayne Pkwy., Suite 106 Maricopa, AZ 85139	1 p.m. – 3:30 p.m.
Mesa	6344 E. Broadway Rd., Suite 118 Mesa, AZ 85206	Noon – 5 p.m.
Phoenix	2640 W. Baseline Rd., Suite 115 Phoenix, AZ 85041	Noon – 3:30 p.m.
Show Low	2450 Show Low Lake Rd., Suite 3B Show Low, AZ 85901	8 a.m. – 3:45 p.m.
Sierra Vista	1150 S. Highway 92, Suite E Sierra Vista, AZ 85635	1 p.m. – 3:30 p.m.
Sun Lakes	10450 E. Riggs Rd., Suite 109 Chandler, AZ 85248	11:30 a.m. – 2:30 p.m.
Surprise	13856 W. Waddell Rd., Suite 107 Surprise, AZ 85379	Noon – 3:30 p.m.
Tempe	1275 W. Washington St., Suite 109 Tempe, AZ 85281	1 p.m. – 3:30 p.m.
Tucson	630 N. Alvernon Way, Suite 200 Tucson, AZ 85711	1 p.m. – 3:30 p.m.

ANNOUNCEMENT: Sonora Quest Laboratories COVID-19 Webinar

Beginning Friday, January 8, we invite you to join Dr. Brian Koeneman, scientific medical director, molecular diagnostics, and Dr. Brian Mochon, system scientific medical director – infectious diseases division and clinical research program, as they navigate the pros and cons of the different types of COVID-19 testing in the market and their recommended approaches.

View the 17-minute recorded webinar now or at a time that is convenient for you by visiting SonoraQuest.com/COVIDWebinar.

ANNOUNCEMENT: eSwab - White-Cap Routine Culture Swabs Backorder

Due to manufacturer backorder, supply item #25784 - eSwab – White-cap Routine Culture Swab will be temporarily replaced with supply item #25785 - eSwab – Blue-cap Mini-Tip Culture Swab. Blue-cap eSwabs can be used as substitute collection devices for testing in which white-cap eSwabs are typically submitted.

We anticipate this to be a temporary substitution until white-cap eSwabs become available.

Supply orders can be made through our Provider Portal at SonoraQuest.com, our Quantum™ system, or by faxing a client supply requisition to our warehouse. For updated client supply requisitions, please call 602.685.5141.

For questions regarding supplies please contact our warehouse at the following numbers:

Phoenix:	Phone (602) 685.5264; Fax (602) 685.5402 Toll-free (800) 766.6721, ext. 5264
Tucson:	Phone (520) 784.8004; Fax (520) 296.5607 Toll-free (800) 266.8101

IMPORTANT COVID-19 TESTING REMINDERS: SARS-CoV-2 RNA (COVID-19), Qualitative, NAAT – Test 907080

SONORA QUEST LABORATORIES COVID-19 WEBINAR

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OVERVIEW OF SERVICES

Sonora Quest currently offers gold standard molecular testing for diagnosing COVID-19 on nasopharyngeal, nasal, and oropharyngeal samples. Currently, >80% of tests are being reported within 1 day of sample collection and >95% are being reported within 2 days. Up to date turnaround time information is always available at SonoraQuest.com.

SUPPLIES

To request specimen transport media and swab supplies for SARS-CoV-2 RNA (COVID-19), Qualitative, NAAT (test code 907080), please order from the COVID-19 supplies listed below:

- COVID-19 Media with Nasopharyngeal Swab - **SQL Supply #44921**
- COVID-19 Media with Anterior Nares (Nasal) / Oropharyngeal Swab - **SQL Supply #44947**

Specimen collection guidelines and a complete list of acceptable collection devices are available at <https://www.sonoraquest.com/covid-19-information-for-healthcare-providers/>. Please note that comparable supply items may be substituted as needed.

Order supplies through our SonoraQuest.com Provider Portal, Quantum, or by faxing a Client Supply Request Form to 602.685.5402 in Phoenix (central and northern AZ), or 520.296.5607 in Tucson (southern AZ).

SAMPLE SUBMISSION

- To ensure timely processing of samples for testing:
 - The source **MUST** be written on the specimen container and included on the order.
 - Collection date and time **MUST** be included on the order. Accuracy of this information will be vital for reimbursement beginning January 1, 2021.
 - All patient demographics **MUST** be included on the order to ensure patients are able to access their results in the SonoraQuest.com Patient Results Portal.
 - If you do not have regularly scheduled SQL courier pick-ups, or if samples are collected on weekends or holidays, please contact our Logistics Department at 602.685.5052 or 520.886.8101 as soon as possible after sample collection.
- Orders for COVID-19 diagnostic testing **MUST** be submitted on a separate requisition and packaged separate from other tests.

SAMPLE COLLECTION

- Sonora Quest's in-office phlebotomists do not currently collect respiratory specimens, including those from patients suspected of having COVID-19.
- Select Sonora Quest Patient Service Centers now offer carside collection for active infection testing and we are working to make this service available at additional locations. Please see Client Gram vol. 1 sent on Thursday, January 7.
- We have partnered with select Walmart locations in Phoenix, Tucson, and Yuma for drive-thru observed collections. Note that you MUST submit an electronic order for testing to Sonora Quest for this sample collection option.
- Patients can schedule Sonora Quest Patient Service Center carside and Walmart drive-thru appointments at <https://www.sonoraquest.com/appointments/>.

PATIENT RESULTS PORTAL

In order to ensure patients get their COVID-19 test results as soon as they are available, we encourage you to let your patients know they can access their results through our Patient Results Portal by visiting <https://www.sonoraquest.com/results>. Registered patients can sign up for email and text notifications for new results.

BILLING

To enable Sonora Quest Laboratories to bill uninsured patient COVID-19 claims to the Department of Health and Human Services (HHS) Uninsured COVID-19 program administrator, Optum, we must receive either the Social Security, driver's license or state ID number on their COVID-19 order requisitions for all uninsured patients. If a patient does not wish to share this information, please indicate the patient's refusal to provide this information on the order form.

Things to know:

- Payor code 3588 "Uninsured – COVID-19" has been added to Quantum for these patients.
- The Department of Health and Human Services (HHS) Uninsured COVID-19 program administrator, Optum, is requiring that Sonora Quest Laboratories collect this information.
- Sonora Quest Laboratories secures all patient information in accordance with regulatory requirements (e.g., HIPAA) and industry best practice.
- Patient Social Security, driver's license or state ID number will be transmitted only to HHS's COVID-19 Uninsured Program claims administrator, Optum, and solely for the purpose of billing uninsured laboratory claims.
- Sonora Quest Laboratories will seek reimbursement for uninsured laboratory claims from HHS by billing their plan administrator, Optum. If for any reason HHS does not pay as anticipated, Sonora Quest will not pursue the collection of any unpaid COVID-19 claim balances from patients.

Please visit <https://www.sonoraquest.com/latest-covid-19-news/> for updates and additional resources and information.