

UNMC Human Genetics Laboratory Update

Date: July 22, 2020

Dear Regional Pathology Services and UNMC Human Genetics Laboratory Clients,

We are very excited to announce that effective Monday July 27, 2020; the UNMC Human Genetics Laboratory will be incorporated into Nebraska Medicine's clinical laboratory portfolio. This change will consolidate all cytogenetic, FISH and molecular testing under one CLIA-certified laboratory. In addition, specimens will now be triaged through the campus's outreach arm: Regional Pathology Services.

Your trusted genetic experts and the mission of the UNMC Human Genetics Laboratory – to provide exceptional genetic testing services - remains the same. Dr. Allison Cushman-Vokoun, M.D., Ph.D., Medical Director (402-559-3512 | acushman@unmc.edu), and Dr. Jennifer Sanmann, Ph.D., Director of Cytogenomics (402-559-3145 | jsanmann@unmc.edu), are available to answer questions from providers regarding the transition.

We look forward to working with all of our current and new clients during this transition!

For any questions, please contact the genetic account specialist Kim Wiechman 402-559-7747 | kwiechman@unmc.edu –or– Dana El-Hajjar 402-559-9129 | delhajja@unmc.edu.

We greatly appreciate your business and look forward to a continued partnership!

We encourage clients to contact Regional Pathology Services for all of their genetic testing needs beginning on July 27th.

Regional Pathology Client Services

P 402-559-6420

F 402-559-9497

pathclientservrps@unmc.edu

www.reglab.org

Frequently asked questions:

What are the benefits?

- Consolidated billing
- Shared specimen routing
- Combined customer service
(P 402-559-6420 | F 402-559-9497 | pathclientservrps@unmc.edu)
- Personalized service include:
Insurance preauthorization | Paid shipping | Expert result analysis | Prompt reporting

How do I get my specimens to the Human Genetics Laboratory?

- Specimens can be sent on any Regional Pathology Services courier.
 - STAT specimens please call 402-559-6420 to schedule a direct pick up
- Courier route times will remain the same and can be adjusted as needed by calling 402-559-6420.
- Specimens sent via FedEx should be addressed to:
UNMC Shipping & Receiving Dock
Regional Pathology Services MSB 3500
University of Nebraska Medical Center
601 Saddle Creek Road
Omaha, NE 68106-1180

Whom do I call to add testing onto a specimen already in the lab?

- Phone: 402-559-6420 | Fax: 402-559-9497 | pathclientservrps@unmc.edu

How do I get in touch with a laboratory director for Karyotype, SNP array and FISH testing?

- Director of Cytogenomics - Dr. Jennifer Sanmann 402-559-3145 | jsanmann@unmc.edu
- Associate Director of Cytogenomics - Dr. Bhavana J Dave 402-559-9914 | bdave@unmc.edu

When will this merger take place?

- July 27th, 2020

How will I receive my test results?

- Results will be distributed by your current Human Genetics client/physician profile.
- Please contact your account manager to make adjustments to your reporting profile.

How do I request a preauthorization or what if I have questions about a preauthorization submission?

- Preauthorization services can be requested by contacting:
 - rpsbillingsupport@unmc.edu
 - Fax 402-559-8359
- Preauthorization support
 - Debbie Espinoza 402-559-6762 | debra.espinoza@unmc.edu
 - Kathleen Frazer 402-559-9935 | kfrazer@unmc.edu

Whom do I call with questions about my client statement/invoice?

- Peggy Slagle 402-559-7283 | pslagle@unmc.edu

What is taking place during this merger?

- The UNMC Human Genetics Laboratory is becoming part of the Nebraska Medicine Clinical Laboratory
- Outreach/Client Services for the UNMC Human Genetics Laboratory is transitioning to Regional Pathology Services

Who is doing the genetic testing?

- The trusted expertise at the UNMC Human Genetics Laboratory remains. These genetics colleagues will continue to analyze and interpret the results for your genetic testing.

Where can I find updates on the genetics lab or testing?

- unmc.edu/geneticslab

How do I order test kits or supplies?

- <http://www.reglab.org/> and click on “Order Lab Supplies”. If you do not have a supply account please contact Dana El-Hajjar 402-559-9129 | delhajja@unmc.edu to get your account built. You can also request supplies by calling client services at 402-559-6420.