

CSM • Cytology &amp; Histology Services of MD

# In Scope

**Our Administrative Staff:**

**Michael LaFriniere**  
Executive Director

**Robert Heaton, MD**  
Medical Director

**Vicki Solis**  
Director of Support Services

**Jackie Schaeffer-Sisk**  
Director of Technical Services

**Bob Brown**  
Manager of Safety, Transport Services

**Frank Ramage**  
Manager of Strategic Technologies, HIPAA

**Jewela Escano**  
Manager of Cytology Services

**Lauryn Stevens**  
Manager of Hospital Services

**Need help?:**

**7:00am–5:30pm**  
**Monday thru Friday**

301.206.2555  
1.877.549.2642

301.206.2595 (FAX)  
WWW.CSMLAB.COM

## From the Executive Director's Desk



As we close out another year together, I want to sincerely thank you for choosing us to serve you and your patients. Our goal is to make your life easier, providing a level of service other labs can't.

Speaking of making your life easier, it's time for our next Client Satisfaction Survey. We have good people here to serve you, but we know we can always do better. By taking a minute or two to let us know how we're doing, we can focus on areas that need help and praise our staff where they're doing well.

I know we're all busy, and another survey isn't on everyone's to-do list. To show our appreciation, we'll draw four completed surveys and award a \$25 gift certificate to each winner. Thank you as always for taking your valuable time to help us.

Finally, from all of us here at CSM to you and yours, we wish you a happy and meaningful holiday season filled with the things that matter.

Michael LaFriniere  
Executive Director, CSM

## Client Service Connection — Patient Billing

**New Advance Beneficiary Notice of Non-Coverage (ABN):** There's a new Medicare ABN in town, and it's the only one we can accept after December 31st. To be sure you're using the new ABN, check the release date in the lower-left corner of the form: it should say "Form CMS-R-131 (03/11)." If you submit specimens for Medicare patients and have not received your new ABNs from us, please give client services a call so we can get the new form to you ASAP.

**Copies of Patient Insurance Cards:** To ensure we're billing the correct insurance company and/or plan, please provide a copy of your patient's current insurance card. Also, providing us with up-to-date patient demographics eliminates a need to call you for this information, saving time and helping us serve your patients efficiently.

**Ring, Ring. Is Anyone There?:** Have you called us lately and had the phone just ring without being answered? We know! We're working with Verizon to get this frustrating problem resolved as quickly as possible, hopefully by the time you receive this newsletter!



**No More Waiting — Get Results 24 Hours a Day... With e-reporting!**

[WWW.CSMLAB.COM](http://WWW.CSMLAB.COM)

**Our Medical Team:**

Nicolas Cacciabeve, MD • Glenn Dickey, MD • Joy Burbach, MD • Ellen Manlucu, MD • Virginia Galang, MD • Marille Herrmann, MD • Amir Kende, MD • Robert Heaton, MD • David Kardon, MD • Anu Kurichh, MD • Ravinder Singh, MD • Kausha Patel, MD • Summer Nugent, MD