

PRESENTATION TO INDIANA DCS

RFP 21-2133: DRUG TESTING SUPPLIES AND SERVICES

November 4th, 2020

PRESENTATION AGENDA

- Introductions of Cordant Team
- Cordant Health Solutions Overview
- Key Components of Cordant's Solution for Indiana DCS
- Q&A

INTRODUCTION OF CORDANT TEAM MEMBERS

Sue Sommer
President and CEO

Rob Hubert
*Chief Information
Officer*

Decia Stenzel
*Executive Vice
President*

Amanda Gibbs
*Sr. Vice President &
General Manager,
Behavioral Health*

Sam Jones
*Vice President of
Operations*

**Damon Borg, PhD, F-
ABFT**
*Sr. Scientific and
Technical Director*

Joette Gittens, RN
*Sr. Director of
Operations – Referral
Management Program*

**Cynthia Whiteman,
MS, D-ABFT**
*Scientific and
Operations
Development Director*

CORDANT HEALTH SOLUTIONS

Cordant provides innovative tools for monitoring behavioral health, chronic pain and criminal justice cases. Our unique pharmacy and drug testing programs provide accurate, actionable results to protect prescribers, hold patients accountable and optimize quality of life.

DEDICATION TO SERVICE

- **4.7 million samples** tested annually across 50 states
- **180+** drugs and metabolites tested
- **150,000+** prescriptions filled annually

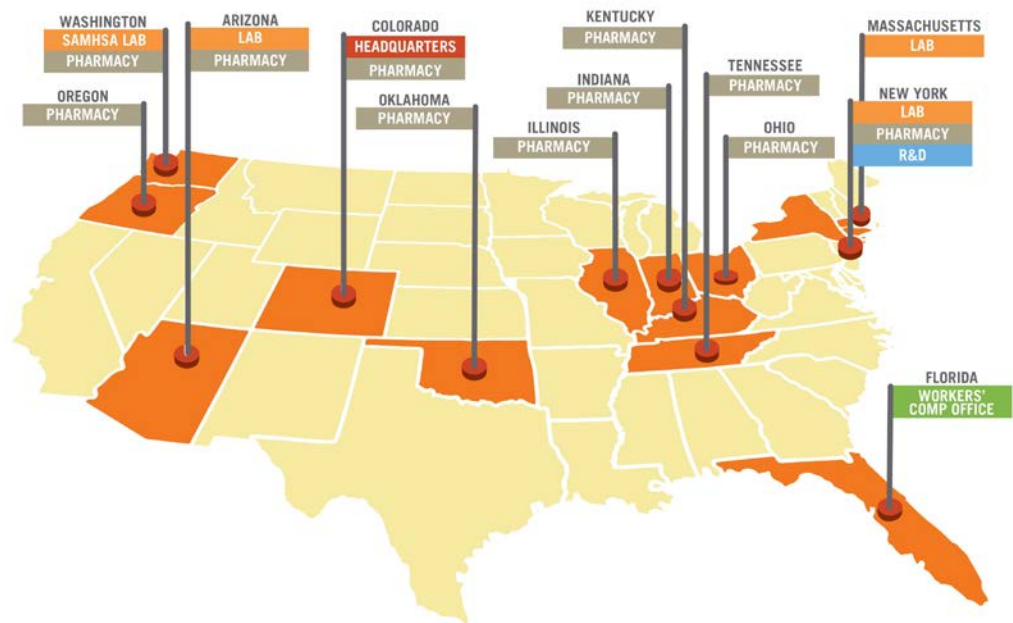
LEADER IN QUALITY

- **1 of only 21 labs** nationwide certified by the U.S. Department of Health and Human Services (SAMHSA)
- CLIA, CAP and CAP FDT certified

INDUSTRIES WE SERVE

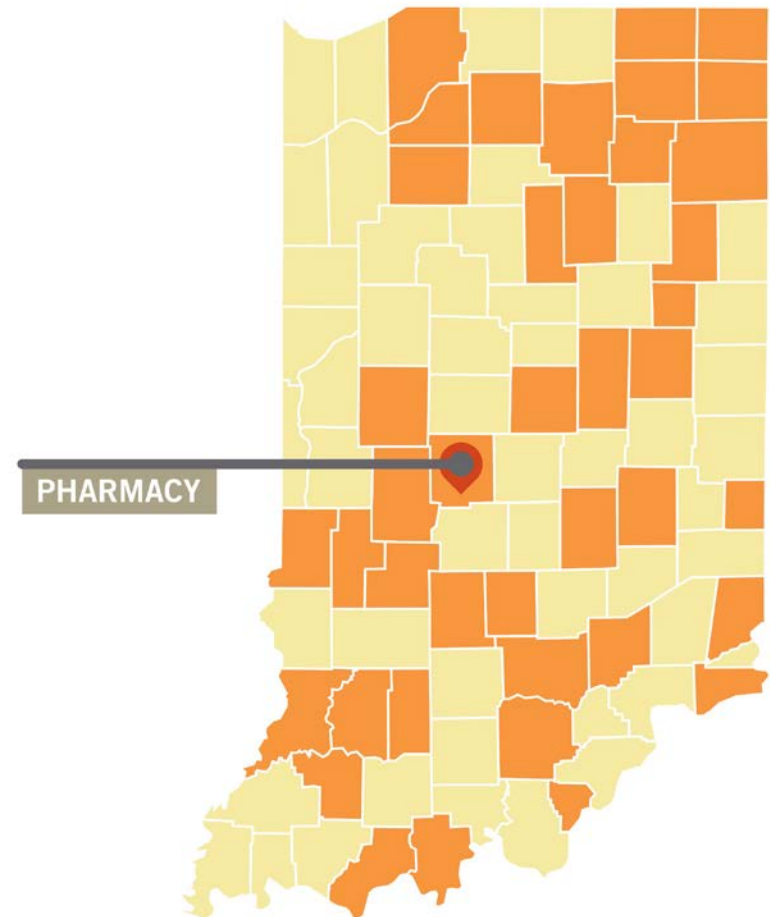
- Substance Use Treatment
- Criminal Justice Agencies (Treatment Courts, Parole, Probation, Social Services)
- Mental Health
- Hospitals and Health Systems
- Chronic Pain Management
- Workers' Compensation

Cordant's National Footprint



COMMITMENT TO SERVE INDIANA DCS

- We serve other governmental agencies in 16 of the 18 Indiana DCS Regions today
 - Receive over 15,000 specimens monthly from IN government agencies.
- Pharmacy located in Avon, IN.
 - We serve approximately 20 treatment centers and prescribers of addiction medication through our managed medication assisted treatment pharmacy
- We will establish a laboratory in Avon to be most effective in meeting the required turnaround time requirements



We are driven by the understanding that behind each referral is a person and every action we take impacts the life of a child and a family.

KEY COMPONENTS OF CORDANT'S SOLUTION FOR INDIANA DCS



CORDANT'S REFERRAL MANAGEMENT PROGRAM

HIGHLIGHTS

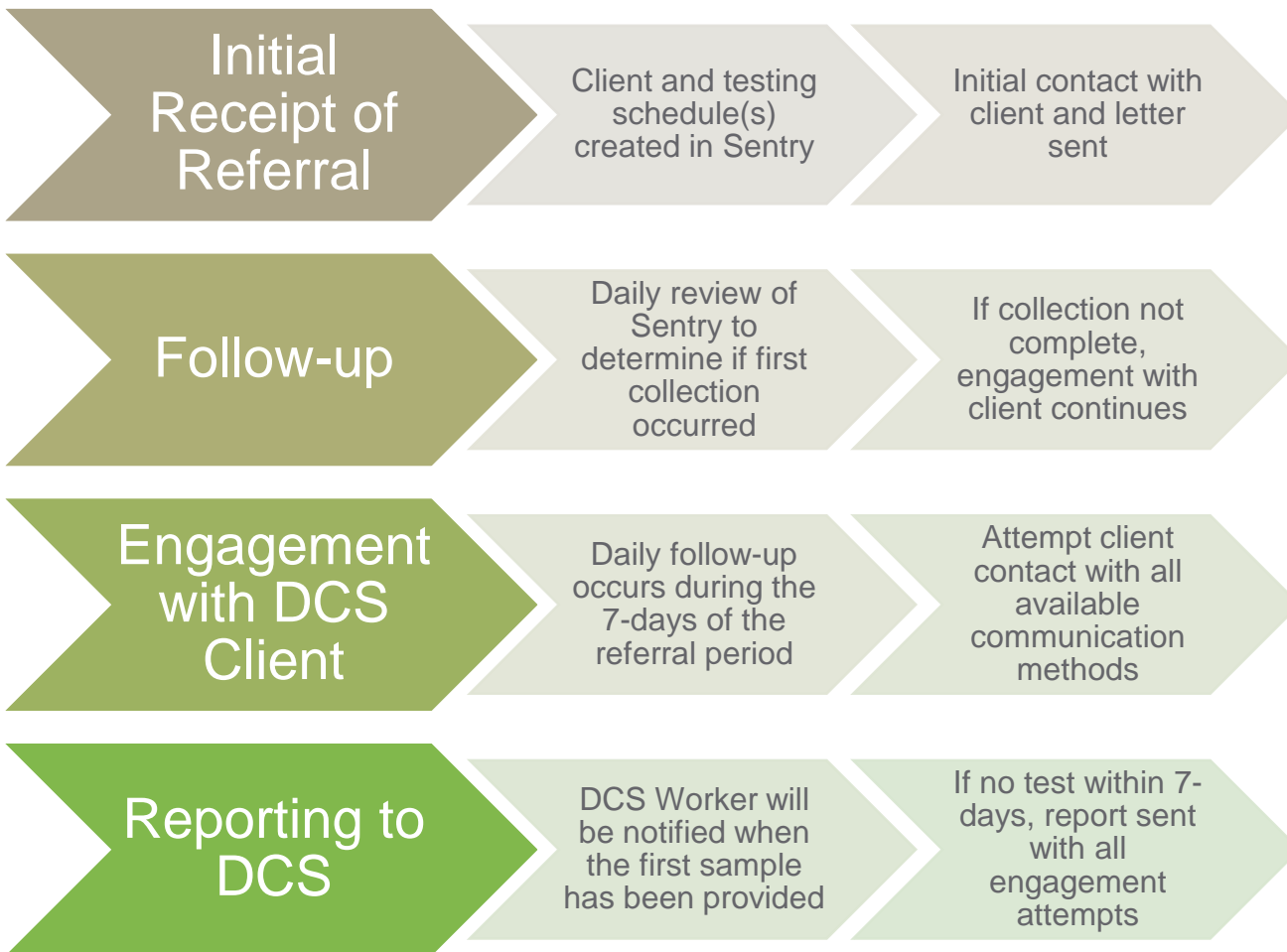
- *Proprietary connectivity product* that manages the flow of referrals based on your requirements
- Experienced referral management team
- Customized to handle different types of referrals and manage those referrals based on the individual requirements of each Cordant customer
- Provides insight to the referral team and to DCS as to the status of each referral
- Reports on engagement activities provided to DCS case worker on a client-by-client basis and to Indiana DCS as a whole

POTENTIAL INDIANA DCS REFERRAL TYPES

- Referral for a *random* drug testing schedule to be collected at a subcontracted collection site
- Referral for a one-time drug test to be collected at a subcontracted collection site
- Referral for a one-time drug test to be collected by a mobile collector (in-home collection)
- Referral for a *random* drug testing scheduled to be collected by a mobile collector (in-home collection)
- Referral for an emergency collection

EXAMPLE REFERRAL WORKFLOW

RANDOM DRUG TESTING REFERRAL



KEY HIGHLIGHTS:

- Referrals can be received electronically or manually
- Daily contact with the Client will continue until the first test is completed OR the end of the 7-day referral period, whichever comes first.
- A report of the engagement activities will be provided to the DCS worker.

EXAMPLE PATIENT ENGAGEMENT DASHBOARD

The dashboard is a management tool that provides daily insight into each milestone and helps management identify areas of success as well as any outliers that need immediate attention.



EXAMPLE OF DAILY TASK CALENDAR

Jane Care Coordinator

Task Follow Up Date

5/11/2020 8/31/2021

Streamlined Task Name	Count of Tasks
<input type="checkbox"/> Pending - Prior Consistent Drug Test - 6 month follow up	270
<input type="checkbox"/> Confirm Kit Receipt	154
<input type="checkbox"/> Appointment Reminder Call	69
<input type="checkbox"/> Obtain NOV Date	67
<input type="checkbox"/> Confirm Inbound Shipment	63
<input type="checkbox"/> Pending - Testing on Hold Per Physician	49
<input type="checkbox"/> Pending - Patient is Post OP	33
<input type="checkbox"/> Pending - Prior Consistent Drug Test - 3 month follow up	31
<input type="checkbox"/> Exception	21
<input type="checkbox"/> Contact Client	18
<input type="checkbox"/> Pending - Prior Consistent Drug Test - 1 year follow up	13
<input type="checkbox"/> Obtain Drugs For Kit Request	11
<input type="checkbox"/> Contact MD	10
<input type="checkbox"/> i3screen Request	4
<input type="checkbox"/> Obtain Laboratory Report & Send to DCS Worker	4
<input type="checkbox"/> Pending - Testing on Hold Per DCS	4
<input type="checkbox"/> Contact Pharmacy	3
<input type="checkbox"/> Contact Collection Site	2
<input type="checkbox"/> Contact DCS Worker	2
<input type="checkbox"/> Escalation - Obtain Prescriber Information	2
<input type="checkbox"/> Escalation - Update Client Information	2
<input type="checkbox"/> PAYER HOLD - DO NOT REQUEST AUTH	2
<input type="checkbox"/> Collection Service Request Letter	1
<input type="checkbox"/> Contact Attorney	1
<input type="checkbox"/> Schedule Kit Shipment	1
<input type="checkbox"/> Teletest - Unable to contact client to schedule	1
Total	838

September 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	14	55	27	51	41	12
13	33	32	37	31	8	19
20	25	19	11	14	8	26
27	8	5	23			

October 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				14	5	3
4	7	5	6	11	5	10
11	9	8	4	4	2	17
18	4	5	4	11	2	24
25	3	4	3	9	3	31

- Care Coordinators utilize their daily task calendar to ensure that they are completing all tasks within required timeframes.
- Management utilizes daily task calendar to adjust for planned and unplanned absences to ensure continuity of service.

INTEGRATION OF SYSTEMS IS CRITICAL TO OVERALL PROGRAM MANAGEMENT



- Cordant systems are integrated and processes connected
- Testing is scheduled in Sentry based on referral
- Collection **cannot** be completed by a collector unless there is a scheduled test.
- Accountability of the DCS Client to drug testing requirements (making a phone call to determine if it is their day to test OR appearing for a required test) is readily available to the case worker and non-compliance reported daily as an “alert”
- Monitoring of “pending tests” is performed by Cordant team to ensure samples are received at the lab as expected; any irregularities are investigated

Performance Measure #7:

99.5% of “no show” alerts will be provided to referring worker within 24 hours of the client’s failure to show

COLLECTION MANAGEMENT

Brick & Mortar Collection Sites

- Primary subcontractor: Work Comp Management Services (WBE)

In-home collections

- Performed by Cordant's mobile collection team

Emergency collections

- Performed by Cordant's mobile collection team

- ✓ Expectations for collection sites will be clearly documented in our collection agreements
- ✓ Written collection procedures and requirements will be maintained and provided to all collectors.
- ✓ Comprehensive training will be conducted with ALL subcontracted sites and with all mobile collectors



SENTRY GENERATED TEST REQUEST & CHAIN OF CUSTODY FORM

IMPORTANT HIGHLIGHTS

- All necessary information to document proper chain of custody during the collection is included
- Bar code on the form matches the bar code on the security seal
- All fields that can be populated are automatically printed
 - Limits the amount of handwritten information

Performance Measure #2:


99.5% of samples for which the Contractor has direct responsibility will have valid chain-of-custody documentation

Cordant Forensic Solutions™		Test Request & Chain of Custody Document		P.O. Box 70,000 Flagstaff, AZ 86003		ALB010258	
REQUESTED BY: cstrain, cstrain (32723) PRINTED BY: Account, My Training (11773) COLLECTED AT: Chris Stephens Training				DONOR NAME (OR SPECIMEN I.D.) LAST FIRST M.I. Client Chris			
TRM  TRM, INC. NEW HIRE P.O. BOX 70000 800-348-4422 FLAGSTAFF, AZ 86004				SSN CLIENT ID# OTHER ID 564657 1017			
I certify that the specimen accompanying this form is mine, and was sealed with a tamper evident seal in my presence and that the information provided on this form and on the label is correct _____ 11/01/2020 DONOR SIGNATURE DATE				DONOR TELEPHONE DAY DATE COLLECTED TIME COLLECTED DATE OF BIRTH SEX RACE 11/01/2020 08:51 MST 06/16/1997 <input checked="" type="radio"/> M <input type="radio"/> F			
I certify that the specimen accompanying this form is the specimen given to me by the donor. I further certify that it was sealed in my presence with the accompanying specimen evidence seal. _____ 11/01/2020 COLLECTOR SIGNATURE DATE				LIST PRESCRIPTION & OVER THE COUNTER MEDICATIONS TAKEN IN THE LAST 10 DAYS <div style="border: 1px solid black; height: 80px; width: 100%;"></div>			
(ONLY COMPLETE THIS SECTION IF NEEDED) _____ DATE ADDITIONAL CUSTODIAN OTHER THAN COLLECTOR				TEST REQUEST: 280 - 8 Drug Screen *includes Etg* <input type="checkbox"/> Bill Insurance <input checked="" type="checkbox"/> Bill Ordering Agency SEND TO LAB			
				TEMP (90-100 F) <input type="checkbox"/> VISUALLY MONITORED <input type="checkbox"/> Specimen inspected for: *SEAL INTEGRITY *MATCHING COC # *DONOR INITIALS PLACED IN TEMPORARY STORAGE COC defects listed here: (if none are listed, none were found) By: _____ Date: _____			
				ALB010258  ALB010258			

ALL COLLECTION ERRORS LOGGED AT THE LABORATORY

• EXAMPLES:

- No collector signature on COC
 - No donor signature on COC
 - No donor initials on the security seal
 - No seal over specimen lid
 - Duplicate COC
 - COC signature/donor name mismatch
- Collection errors are included on the final test result report
- If an error causes the sample to not be tested, a test result report will still be sent.

Cordant Health Solutions™		Flagstaff Lab 1760 E Route 66 Flagstaff, AZ 86004 855-895-8090	Denver Lab 1701 Chambers Rd, Unit J Aurora, CO 80011 855-895-8090	Long Island Lab 789 Park Avenue Huntington, NY 11743 855-895-8090	Tacoma Lab 2617 East L Street Tacoma, WA 98421 855-895-8090	Worcester Lab 415 Main Street, 4th Floor Worcester, MA 01608 855-895-8090
Specimen Information						
Donor Name:	DOE, JANE	Collected:	09/05/2020 15:30:00			
Donor DOB:	10/31/1990	Received:	09/08/2020 14:29:44			
Accession:	0T2001393	Reported:	09/08/2020 14:35:09			
COC:	AK1334DFL	Donor Other ID:				
Type (Matrix):		Donor Case:	45341365			
Client Code:	TRM					
Client:	TRM, INC. NEW HIRE					
Requested By:	JOHN DOE					
Testing Results						
Test	Result	Outcome	Cutoff	Notes		
Chain of Custody Faults						
Mismatched COC/Seal Numbers		*		• Specimen rejected for testing. COC# and SEAL# are different. Please contact laboratory.		
DUPLICATE COC#		*		• The same COC# was used for two different collections. Verify signature matches donor name on form. Contact the laboratory for additional assistance.		
Additional Comments						
<ul style="list-style-type: none"> • Testing performed at Cordant Forensic Solutions, 1760 E Route 66, P.O. Box 70000, Flagstaff, AZ 86004. • Tests performed under CAP-FDT certification. • Specimen received sealed and intact unless otherwise noted. • CLIA #03D0936918, CAP-FDT #6913001 						
<p>Tests were developed and performance characteristics determined by Cordant Health Solutions™. The laboratory is regulated under CLIA as qualified to perform high-complexity testing.</p>						
						Aaron Brown, PhD, Scientific Director
*** END OF REPORT ***						

MONITORING QUALITY OF THE COLLECTION PROCESS

Deficiencies	JAN		FEB		MAR	
No COLLECTOR Signature on COC	3013	44.9%	2539	43.6%	2202	41.2%
No Donor SIGNATURE on COC	1759	26.2%	1553	26.6%	1519	28.4%
No Donor INITIALS on SEAL	937	14.0%	768	13.2%	575	10.8%
DUPLICATE COC#	396	5.9%	438	7.5%	379	7.1%
No ID on Specimen	194	2.9%	253	4.3%	274	5.1%
Specimen SEAL Not Intact	180	2.7%	148	2.5%	256	4.8%
No SEAL Over Specimen Lid	91	1.4%	69	1.2%	88	1.6%
Mismatched COC/Seal Numbers	46	0.7%	42	0.7%	45	0.8%
COC Signature/Donor Name Mismatch	95	1.4%	20	0.3%	2	0.04%
Total Deficiencies	6711		5830		5340	

- Monthly error reports are closely monitored, both on an aggregate level and on an individual collection site level.
- Error/Deficiency reports will be provided to collection sites and to the DCS.
- If needed, expectations for improvement will be communicated to the site.
- Specific follow-up will occur for the site the following month to ensure that improvement is indeed occurring.

Collection Site Name	Collection		Errors	Error %
	Site ID	Volume		
Collection Site ABC		25	0	0.00%
Collection Site DEF		53	4	7.55%
Collection Site GHI		85	1	1.18%
Collection site JKL		85	1	1.18%
Collection Site MNO		4	0	0.00%
Collection Site PQR		67	3	4.48%
Collection Site STU		43	1	2.33%
Collection Site VWX		10	0	0.00%
Collection Site YZ1		124	4	3.23%
Collection Site Overall Error Totals		574	19	3.31%

MONITORING QUALITY OF THE COLLECTION PROCESS, CONTINUED

- Sample level detail reporting is available and will be utilized in our monitoring process
- Several of our team members will be physically located in Indiana.
- Site visits will be performed and an audit checklist completed

Collection Fault High Detail Report							
Date Range: 10/01/2019 to 10/31/2019							
Accession	COC	Code	Ordered	Client	Group	Description	
Client: 12345						Total Errors:	4
Collection Site 1							
Date: 2019/10/02						Subtotal:	2
sample 1	xxx	2.1	10/2/2019	12345	fault	No Donor SIGNATURE on COC	
sample 2	xxx	2	10/2/2019	12345	fault	No Donor INITIALS on SEAL	
Date: 2019/10/04						Subtotal:	1
sample 3	xxx	2.1	10/4/2019	12345	fault	No Donor SIGNATURE on COC	
Date: 2019/10/11						Subtotal:	1
sample 4	xxx	2.2	10/11/2019	12345	fault	No COLLECTOR Signature on COC	

CORDANT'S LABORATORY TESTING

TESTING STRATEGY FOR URINE AND ORAL FLUID ENSURES THAT INDIANA DCS'S TURN-AROUND TIME FOR TEST RESULTS IS MET

- **INDIANA LABORATORY**

- Operational prior to full implementation of services
- CLIA certified
- Flagstaff lab has the capacity to service any DCS volume until the Indiana lab is fully operational.

- **QUALITY PROGRAM**

- Cordant has a team of quality professionals who oversee operational quality assurance in both testing, and regulatory compliance on a daily basis.
- Sample integrity and security is ensured through a robust chain of custody process.

Performance Measure #5:

99.5% of referring agencies will be notified of negative test results within 24 hours of courier receipt of sample specimen

Performance Measure #6:

99.5% of referring agencies will be notified of positive test results within 72 hours of courier receipt of sample specimen

Urine and Oral Fluid
Screening Tests
performed by
Cordant's NEW
Indianapolis Lab

Urine and Oral Fluid
Confirmation Testing
performed by
Cordant's Flagstaff
Laboratory

Blood Testing
performed by
Cordant's New York
Laboratory

Hair Testing
performed by
Cordant's New York
Laboratory

COMMITMENT TO DATA SECURITY AND DATA INTEGRATION TO IMPROVE EFFICIENCY OF OVERALL PROGRAM

Cordant's team of experienced IT professionals maintain and improve our proprietary systems

Data Security

- Fully compliant with
 - HIPAA Standards for Privacy, Electronic Transactions and Security
 - HITECH Act and the Omnibus Rule of 2013
- Cordant's data center is HIPAA and SOC compliant with stringent security controls
- We follow the NIST cybersecurity framework for best practices, we utilize firewalls, reverse proxies, strong encryption at rest and in transit, two factor authentication, and Security Information Event Management (SIEM) for intrusion detection and prevention. We use third parties to conduct penetration testing and vulnerability scans on our systems.
- We are committed to cybersecurity and have increased our cybersecurity budget each year

Data Integration

- Bi-directional interface capabilities
 - We can receive electronic referrals
 - We can deliver test results and no-show reports
- We have standardized project management process for implementing new interfaces, with a dedicated interface team that has implemented and supports over 100 live interfaces with existing clients
- Integration with DCS can be based on provided specifications or collaboratively developed specifications.
- The development and integrity of the interface will follow guidelines outlined by SAFER.

Q&A

