

### **Drug Testing Q & A:**

**Q.** *What if I need to send an employee for drug testing?*

**A.** Continue to use the handwritten chain of custody (COC) forms that have been provided by your current vendor, Pembroke Occupational Health until December 31, 2007.

**Q.** *What if I run out of COC forms prior to the January 1, 2008 transition date?*

**A.** Pembroke has agreed to provide a minimal amount of forms to those companies/organizations whose accounts are current with fees, in order to continue testing until the transition date. New forms will not be distributed to those with accounts over 60 days past due.

**Q.** *Will we still be able to use the same collection facilities as before and how do I know what facilities are approved?*

**A.** Kroll is in the process of making arrangements with many of the collection sites currently used by the MUST Program as well as offering additional sites. The complete collection site listing will be available on the MUST website during, mid-December. However, the Quest sites will not be available for use with Kroll, but the Concentra sites will continue to be available.

**Q.** *Will I lose the testing results that are currently displayed on the MUST website for my employees?*

**A.** No – Drug test results will be transferred and displayed on all MUST Report Cards for tests taken prior to the transition. Your MUST Account Billing Representative is required to contact Pembroke to reconcile any outstanding charges that have been provided on behalf of your employees. Tests believed to be eligible for payment by a Drug Fund, must be forwarded to the Administrator of that Drug Fund for prompt payment by the January 1, 2008 transition date. Your account may not be activated for services with Kroll until balances owed to Pembroke are paid in full.

***Contact the following for account balance owed:***

**Pembroke Occupational Health, Inc.  
P.O. Box 75169  
Baltimore, MD 21275-5169  
Phone: 804-346-1010  
Fax: 804-346-5050**

**Q.** *How do I obtain COC forms from the newly selected provider, Kroll Laboratory Specialists, in order to be prepared for the effective transition date of January 1, 2008.*

**A.** Effective, January 1, 2008, COC forms will be held by each collection site and will not be available to employers or others who authorize drug tests. Instead of a COC Form, the employee is to be given an Authorization Form obtained from the MUST website.

**Q.** *How do I authorize a drug test for my employee on-line?*

**A.** Effective, January 1, 2008, Report Managers will simply log onto the MUST website as an authorized user for your company account and access the menu option "Drug Test Authorization and Billing." The Report Manager will print an Authorization Form, and give the Authorization Form to the employee to take to a collection site. The Authorization Form may also be faxed or emailed to the employee. During this process the company will also specify whether the invoice should be sent to the company or to a Drug Fund for payment. Companies who improperly direct an invoice to a Drug Fund will be assessed a re-invoicing fee.

#### **Database Enhancements Q & A:**

**Q.** *Do I continue to access the MUST Program as before?*

**A.** Yes – For up-to-date information and important announcements, continue accessing your newly enhanced website at [www.mustonline.org](http://www.mustonline.org).

For direct access to your MUST account log-in, continue to visit [www.mustbsafe.com](http://www.mustbsafe.com)

**Q. *Has my Report Manager log-in access changed?***

**A.** Yes - The new enhancement eliminates the need for a Report Manager to log in different suffixes (i.e. R, U, G) to view different types of reports. Once logged in, an existing Report Manager will now be able to view all reports to which he/she has access.

1. The first time you log in to the new system, you will be required to enter your full Social Security Number or unique MUST ID number as your User Name. As your password, use the first four digits of your Social Security Number.

2. After logged in, you will have access to a menu option that will allow you to change your User Name and/or Password.

**Q. *Will the menu options change?***

**A.** Yes – The menu options have been enhanced and consolidated to make the MUST database easier to use. All of your prior capabilities will still be available.

To obtain a copy of the “**Report Manager Tutorial**” for step-by-step procedures for your MUST Drug and Alcohol Screening Program enhancements, visit our website at [www.mustonline.org](http://www.mustonline.org) or contact the MUST office at 248-352-9810.