



## Department Of Transportation Program Administration Highlights

### A. Random Selection and Scheduling

1. First, the client provides Preferred Alliance with an initial list of eligible employees subject to random drug and alcohol testing, which makes up the *random pool*. This list is up-dated on an as needed basis by the employer, this could mean as often as daily.
2. Next, a random selection is performed using a state-of-the-art data management program. This allows for the creation of an audit trail regarding each aspect of the selection process. The audit record serves to illustrate the non-biased nature of the random selection process.
3. The random drug selection is performed first. The alcohol selection follows as a subset of the drug selection. Random selections are quarterly, or as specified by the Department of Transportation's Federal modality. This does not preclude the employer from conducting unannounced random testing each month, if needed.
4. The frequency of random selections is based upon the employers needs. At a minimum (under DOT guidelines) they must be preformed quarterly, but can also be done bi-monthly or monthly. Each program is customized to fit the individual employer's requirements.
5. A master list containing the names of the covered employees selected for a random drug and/or alcohol test will be sent to the employer's Designated Employer Representative (DER). An employer's confidentiality protocol is stringently followed. When an employer has multiple locations subject to random testing, a specific listing for each designated site manager will be provided.
6. The random eligible pool list will be printed and sent to the DER each month for their review. Preferred Alliance will update the random eligible pool(s) at the direction of the DER.

### B. Computer Software/System

Preferred Alliance uses a Windows 2000 Professional platform program called DrugPak, developed by Scanlon Associates. ChoicePoint (MRO) specifically designed software for the management of drug test results for employers and Third Party Administrators called CP Screen. With DrugPak, Preferred Alliance is able to maintain and generate:

- all random selections
- testing history
- federal and management reports (MIS)
- exportable data for ad-hoc reports
- give clients access to their data via the web

**C. Record Retention**

Preferred Alliance maintains all records that are required by the DOT for the mandatory period. “Employer” copies of alcohol and drug testing forms are mailed directly to the employer. Positive drug reports (hand signed by the MRO) and semi-annual statistical laboratory reports must be maintained by the “employer”.

**D. Statistical Recaps**

Preferred Alliance will work with the DER to obtain specifications for reports required by management in order to monitor and evaluate the effectiveness and completeness of the program.

**E. SAMHSA Certified Laboratories and MRO’s (*Substance Abuse & Mental Health Services Administration*)**

Preferred Alliance has contracts with several federally certified laboratories, including MedTox Laboratories located in Saint Paul, MN. MedTox Laboratories will be the designated laboratory where all the employer specimens will be sent for forensic testing. MedTox Laboratories will conduct non-DOT drug testing if required by the Employer.

Preferred Alliance also contracts with Medical Review Officers that are certified by either the American Association of Medical Review Officers (AAMRO) or the Medical Review Officer Certification Council (MROCC).

Our MRO Service Provides:

- State of the art electronic transmission options including a service which allows access to information electronically or via the web, 24-hours a day
- Links to approved SAMHSA certified laboratories across the country
- Expert Testimony
- Expeditious turn around times for drug test results through the use of a double blind entry system that alerts MRO staff if a drug test result is not back within 24 hours.

MedTox Laboratories, and Preferred Alliance are members of the Drug and Alcohol Testing Industry Association (DATIA) which is a national association dedicated to fostering professionalism and high ethical practices in the substance abuse testing field.

**F. Reporting Drug Test Results**

1. The reporting process begins with the Custody and Control Form (CCF). Each CCF is assigned a specific account number to identify it as a client of Preferred Alliance. In that way, the MRO will incorporate reporting procedures that will permit Preferred Alliance to assist in the early identification of positive drug tests.
2. The Medical Review Officer (MRO) is required to communicate the results of all drug tests directly to the DER. Preferred Alliance likewise downloads drug-testing results twice daily to scan for positive tests, and follows-up with the employer to make sure they were notified of a positive test result. This unique duplicate reporting system ensures that positive drug test results are reported to the client efficiently.

**G. Turnaround Times**

The combination of MedTox Laboratories and MRO Services yields outstanding turnaround times. Most negatives will report out within 24 hours. Positive drug tests take a bit longer – anywhere from 48 to 72 hours. Delays in reporting times occur mainly when the donor fails to follow-up promptly with the MRO or is uncooperative and has little to do with the MRO or MedTox Laboratories.

**H. Split Specimen Testing Protocol**

Split specimen protocol is clearly defined. The donor contacts the MRO within 72 hours of being notified of a positive drug test by the MRO. The MRO then submits a written request to the lab asking that the split specimen be sent out to a different certified laboratory for confirmation testing. *Unless otherwise specified* the standing order will require the MRO to select the laboratory that will conduct the confirmation test of the split.

The company's drug testing policy should state who is responsible for paying for the confirmation test. DOT has made the employer initially responsible for the cost of the test, and permits the employer to work out means for obtaining reimbursements. Preferred Alliance consults with employers as to how to include this specification into company policies.

**I. Work-site Collection & Testing**

Preferred Alliance oversees a team of Breath Alcohol Technicians and collectors serving the Northern California region. Preferred Alliance contracts with On Site Health & Safety in Southern and Northern California, a company specializing exclusively in workplace on-site DOT drug and alcohol testing.

Our method of work-site testing is designed to be:

- secure
- convenient
- cost-effective in reducing compensable lost time

**J. Collection Site Network**

Preferred Alliance has developed its own network of collection facilities across much of the country through Kaiser Occupational Health Centers, Lexis Nexis a company specializing in a nationwide collection site network management. Additionally, Lexis Nexis has developed an 800 number Post Accident Testing Program serving the entire country.

**K. Consolidated Billing**

Another advantage to our preferred provider arrangements is the ability for us to provide our clients with a consolidated bill. Typically, our fee includes all of the services you contract for under Preferred Alliance *and* its providers. Keeping track of one piece of paper makes it easier for our clients to keep track of costs.

**L. Breath Alcohol Tests (BAT)**

Preferred Alliance requires each BAT to fax or hand carry a copy of the test results to our operations department. Additionally, each BAT will be instructed to contact DER in the event of one of the following circumstances:

- Refusal to test/canceled test
- Disruptive behavior
- Test result equal or above 0.02 BAC
- Shy lung

**M. Drug & Alcohol Tests**

As a part of our testing process we will supply each DER with a Preferred Alliance test request form that provides instructions to the BAT or collector should a circumstance require their immediate notification.

**N. Reporting Methods**

Our Medical Review Officer reports out results in a variety of ways allowing for a highly customized reporting system. Via i3Screen, you can access test result data via computer, the web, email and fax telephone.

**O. Training & Education**

Preferred Alliance helps you meet the supervisory training requirement for reasonable suspicion testing in three ways.

1. First we offer supervisory training classes in our home office in Lathrop, California.
2. Two, we can send a trainer to your facility to provide “on-site” supervisory training and employee education.
3. Three, we have a self-administered video package for sale which can be used as a free standing teaching aid, which meets the supervisory training requirement of the federal regulations.