

Delaware Professionals' Health Monitoring Program Toxicology Testing

Over time we have learned that there are some specific questions that new licensees have about the Toxicology Testing program. This document was designed to answer the most common questions about the testing program.

You are required to participate in the customized random Toxicology Testing Program while participating in DPHMP if:

- you were referred due to or diagnosed with a substance use disorder;
- you were ordered to have toxicology testing by your Board/Commission; or
- you were referred due to or diagnosed with a mental health disorder but toxicology testing was recommend by your third party evaluator or the Program's consulting physician.

Licensees with mental health disorders only will not be required to test unless it is recommended by the third party evaluator or the Program's consulting physician. Licensees with substance use disorders are required to have a minimum of 32-36 toxicology tests for their initial year in the program. The frequency of subsequent years is determined by compliance, treatment and use history. The Consulting Physician, in consultation with the agreement monitor, may require additional tests for an extended period of time. Factors impacting this decision include, but are not limited to: licensee's history of substance misuse, treatment history, compliance to DPHMP program requirements, workplace safe practice reports, and reports from treatment and care providers.

What are my costs for the toxicology program?

You will be charged a total of \$180 dollars at the time of your enrollment in the program. The deposit of \$180 will be placed in your account and returned to you when you are no longer participating in DPHMP less any outstanding balance. The deposit may be applied to the cost of your final test.

- If you are paying by certified check or money order, this payment must accompany the signed documents that you return to DPHMP.
- If paying by credit card, the credit card authorization must be signed and included in the packet. Upon receipt of the packet, RBH will charge your credit card for \$180.
- Personal checks are not accepted for payment. If DPHMP receives a personal check, it will be returned to you, and your account will remain outstanding for the balance in question.

You will be charged for every toxicology test you take approximately 10 days following the collection. If you have given a credit card to be kept on file, this card will be charged. Otherwise you will be invoiced and you will need to pay by certified check or money order. You are not permitted to maintain an outstanding balance. Non-payment of toxicology tests may result in a report of substantial non-compliance and possible termination from the program.

How do I know when I have to test?

You are required to contact DPHMP daily (Monday through Friday, excluding Delaware state holidays) to learn if you are scheduled to test on a particular day. You can do so through an IVR (Interactive Voice Response) system, RBH's confidential website or through the iPhone App. You may access any of the notification systems between 5:00 a.m. and 7:00 p.m. EST to learn if a test is scheduled. Use of the various notification systems is explained below:

- **IVR system:** To telephonically access the IVR system, call 855-575-9351. You will hear a prompt to enter your account number: *this will be assigned at the time of your intake call*. Then you will be prompted to enter your assigned pin number: *this will be chosen at the time of your intake call*. Once your account number and assigned pin number are entered, you will be informed if you are scheduled to test on that day. If you use a paper chain of custody form, the system will also tell you what panel must be checked on the paper chain of custody form. If your collection site is using an electronic chain of custody form, the appropriate panel will already be determined and will not be stated. The IVR system will record the date, time and telephone number from which you called. You will receive a confirmation number. It is recommended that you write this number down as it is an easy way for you to confirm that you checked to see if a test was required on a particular day.
- **The Website to learn if you are scheduled to test:** Open your web browser and enter the following address: <http://www.delawaremonitoring.com>. This will open the generic page for the Delaware monitoring program. Click on "log in." You will need to log in with your account number which is assigned at the time of your intake call and your pin which you will choose at the time of your intake call. Then click on "Check in" in the box entitled "Is a test required today?" in the upper left hand side of the page. If you use a paper chain of custody form, the website will also indicate which panel must be checked on the paper chain of custody form. If your collection site is using an electronic chain of custody form, the appropriate panel will already be determined and will not be indicated. You will receive a confirmation number. It is recommended that you write this number down as it is an easy way for you to confirm that you checked to see if a test was required.
- **The iPhone App:** "RBH Daily" is an iPhone app which allows users to check-in for their random testing. Go to the app store (or itunes) on your phone and search for "RBH Daily." This will bring up the "RBH Daily" app – simply download it to your phone. Open the app. You will need to log in with your account number which is assigned at the time of your intake call and your pin which you will choose at the time of your intake call. The system will then display if you are scheduled to test on that day. If you use a paper chain of custody form, the app will



also indicate which panel must be checked on the paper chain of custody form. If your collection site is using an electronic chain of custody form, the appropriate panel will already be determined and will not be indicated. You will receive a confirmation number. It is recommended that you write this number down as it is an easy way for you to confirm that you checked to see if a test was required. (A version for Android users will be available soon).

You may use the website, IVR or App. You can use all methods if you want. The confirmation number you receive is the same regardless of which notification method you use. Reports are generated on a daily basis telling agreement monitors who failed to check to see if a test was required. You will get an automated call following every missed contact.

What if I am told to test?

Once notified to test, you must test on that day. Failure to test on the date you are scheduled will be reported as non-compliance due to failure to test. **YOU MUST TEST PRIOR TO THE CLOSING OF YOUR ASSIGNED COLLECTION SITE. IT IS YOUR RESPONSIBILITY TO CONFIRM COLLECTION SITE HOURS OF OPERATION. IF YOU FAIL TO TEST AS SCHEDULED, YOU ARE IN VIOLATION OF YOUR MONITORING AGREEMENT AND WILL BE REPORTED NON-COMPLIANT.**

On days you test, avoid excessive hydration prior to testing. (Please note that we are not endorsing dehydration, so use your best judgment.) If possible, submit your first urine of the day for testing. On days you test, also avoid caffeinated beverages, which can act as diuretics, until after you have tested. These suggestions should help you avoid a dilute or low creatinine test result. At the time of your second dilute or low creatinine test, you will be retested and the specimen will be tested to the lowest level of detection for any metabolite of drugs of abuse.

Where should I test?

You should test at one of your assigned collection site. These sites are assigned shortly following your telephonic intake based on your home and work addresses. If you need an additional collection site, you can give the alternative address when you complete your telephonic case review or you can contact DPHMP at 855-575-9350 or email us at rbhmonitoring@reliantbh.com

If you are going on a trip, you must notify DPHMP two (2) weeks in advance to obtain a new collection site so that you can continue to test while you are away.

What do I need to take with me to the collection site?

- You must have photo identification.
- You need to take your wallet card and show it to the collector. This will have your Donor ID listed on it that will be used when filling out your CCF. Never use your social security number on your form. If you do not have your wallet card or lose it, call or email DPHMP immediately and we will quickly get you a replacement wallet card.
- If your collection site does not have the capability to use an electronic chain of custody of form (CCF), you must take your paper CCF form with you, and you must check the appropriate panel which will be provided when calling the IVR for testing check-in. It is very important that you check off the appropriate panel.

What is an observed test?

- If a licensee has a non-negative test, the licensee may be required to have an observed test for all subsequent tests.
- An observed toxicology test must be observed by a same sex observer. This means that an observer is in the bathroom with the licensee and observes the specimen flow from the genitals to the specimen cup.
- The specimen will remain in the view of the licensee until the specimen bottle is sealed.

If you have any additional questions about the toxicology testing program, please contact DPHMP at 855-575-9350 or contact your agreement monitor at the same number.