

MEMORANDUM

TO: VALUED PARTNERS
FROM:  THOMAS J. WEBER, ESQ., CEO
SUBJECT: FRUSTRATION OVER TEST RESULTS
DATE: JUNE 16, 2020

Through discussions with a number of you we recognize the delay in obtaining PCR test results is causing significant operational problems. After 3 months of dealing with the pandemic we appreciate how the latest interruption to your operations is frustrating. We wanted to take this opportunity to share some additional information on the subject.

PrimeCare does not actually conduct the laboratory analysis. We collect the samples and send them to a properly accredited testing facility; BioReference. We have approximately a 20-year relationship with BioReference and they have been an outstanding resource throughout the pandemic. They have delivered an enormous number of test kits to PrimeCare when there was a national shortage. They have also agreed to favorable pricing to reduce to the financial burden to your institutions. At the beginning of the pandemic they were providing our test results much more quickly than what was occurring in the community.

Unfortunately, as the amount of national testing has significantly increased it has caused a natural delay in processing time. In addition to capacity remaining stagnant, governmental edicts prioritizing certain tests has caused the expansion of the reporting period we are now experiencing.

To address the problems this has caused we continue to urge BioReference to process the tests as quickly as possible. We have contacted the PA DOC to seek a relaxation of the timeframes with which to produce the test results. We have also spoken with outside providers and county placement offices to create workarounds that will not cancel a transfer/transport. We also explore whether the requesting entity will accept a rapid test. Many entities question the reliability of these tests. However, there is a legitimate question as to the utility of a PCR taken 3-7 days before transfer.

Moving forward we will continue to explore avenues to decrease the response time. In the meantime, we ask that you provide us as much notice as possible when you learn of the need for a test result.

Thank you for attention to this matter and for all the support you have given us during these difficult times. If you have any questions, please do not hesitate to contact me.