

eREADER™ + Drug Screening System FAQ

WHY eREADER+ INSTRUMENT WITH THE eCUP™+ DEVICE?

One reader, one cup, expanded possibilities. A competitive market for hiring has driven a growing demand for instrument-read expanded panel drug testing. eCup+ has also been optimized to more closely align with current Substance Abuse and Mental Health Services Administration (SAMHSA) and Department of Transportation (DOT) recommendations.

WHAT ARE SOME OF THE ADVANTAGES FOR MY CLINIC?

- The eCup+ comes at less of an upfront product cost compared to previous test devices.
- The eCup+ has expanded capabilities with specific analytes for ecstasy, heroin, oxycodone and buprenorphine, to meet the growing demand to test for these drugs.
- The eCup+ is adaptable and can be used to test for the same drugs as previous eScreen™ test devices.
- The eCup+ is flexible, providing numerous panel options, eliminating the need for multiple products.
- The optimized eReader+ workstation has a smaller counter footprint than previous eScreen equipment setups.

WHAT THE CLINIC MANAGER NEEDS TO KNOW

Is the system easy to install?

Yes, we recommend setting up the eReader+ in the same location as your old eReader system. If you have the space and want to keep your old eReader in place until setup and training are complete that is also an option. For more information, reference our install tutorial document and video.

I still have eCup™ and xCup™ inventory. Will eScreen reimburse me for that product?

No, we recommend that you use your existing inventory prior to installing your eReader+. Review your installation date and plan your inventory orders accordingly.

What equipment is included with the new workstation?

- eReader+
- Monitor/PC combo
- Wireless keyboard and mouse
- 2D barcode scanner (optional)

What if I encounter issues during the setup of the new equipment?

eScreen Tech Support will be available 7 a.m.-8 p.m. CST Monday-Friday and 9 a.m.-5 p.m. CST on Saturdays. Feel free to call 1-866-943-6977 for assistance from an eScreen representative.

What items should I review with my IT?

Let them know you are installing a new device that will need to access your network. If your IT team has changed specific settings or added any hardware to your existing eReader or workstation to allow it to access your network, these same changes will need to be applied to the new system. Here are some examples:

1. A static IP address has been added to your eReader device.
2. The eReader has been joined to your domain.
3. Proxy server settings have been configured on the eReader.

Will eScreen replace all of my pieces of hardware?

No, the ePad and printer are not changing, so you can keep your existing devices. Also, you will only get a new barcode scanner if you don't currently have the newest type of scanner.

Once I setup the new equipment, what should I do with the hardware that is not needed for the new setup?

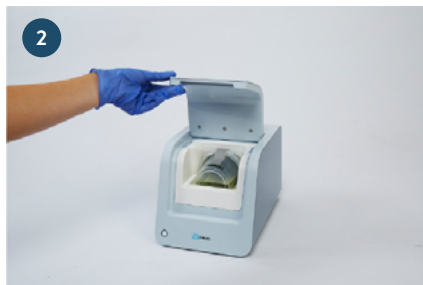
Any old eReader or xReader™ units with power cords will need to be shipped back to eScreen. Your eReader+ shipment will include return boxes and shipping labels for those items. The monitor, keyboard and mouse do not need to be returned to eScreen. If you choose to dispose of the equipment, eScreen recommends following your local guidelines for disposal of electronics.

How do I train my staff?

We recommend reviewing our tip sheet and training video ahead of time with your staff. Once the eReader+ is setup, we recommend hands-on training using the included practice cups to run test screens on the system with your collection staff.

Our staff currently uses eCup, is the eCup+ collection process different?

The collection process is very similar with a few exceptions. The eCup+ lid clicks into place when it is tightened to ensure a proper seal and is tipped when placing it inside the eReader+ for interpretation. Also, the door on the eReader+ must be closed for the duration of the test.



What are the drugs that can be tested for on eCup+ compared to the eCup and xCup?

eCup+	
DRUG CLASS	CUTOFF ng/ml
Cocaine	150
Marijuana	50
Opiates	300
PCP	25
Methamphetamine	500
Amphetamines	500
Barbituates	300
Benzodiazepines	300
Methadone	300
Oxycodone	100
Ecstasy	500
Heroin	10
Buprenorphine	10

xCup	
DRUG CLASS	CUTOFF ng/ml
Cocaine	150
Marijuana	50
Opiates	2000
PCP	25
Methamphetamine	500
Amphetamines	500
Barbituates	300
Benzodiazepines	300
Methadone	300
Oxycodone	100

eCup	
DRUG CLASS	CUTOFF ng/ml
Cocaine	300
Marijuana	50
Opiates	2000
PCP	25
Methamphetamine	1000

How long does it take eReader+ to read tests vs eReader and xReader?

eCup+	eCup	xCup
1-4 minutes	3-8 minutes	5 minutes

How does my site Go Live with eReader+?

Once you setup the new system and complete all the necessary training, you will be able to go live by referencing the install tutorial document and video. Since you might have taken down your old system to install the new one, we recommend that you block off a couple of hours when you don't have a lot of customers.

I have clients that use legacy eCup and xCup services. Do we need to manually update their services before we go live?

No, once your site chooses to go live, our system will automatically convert your clients using legacy eCup and xCup services to the corresponding eCup+ services.

What if a donor arrives while I'm still installing the system?

You can still access eScreen123 from any PC, running Windows 10 or higher. You can electronically sign with an ePad or mouse, depending on setup. If the donor needs an eCup, and cannot wait for the new eReader+ to be installed, you can convert the eCup to a lab test on Step 1 of the process in eScreen123 by selecting Out of eCups.

How will the cutoff levels of the eCup+ impact my send to lab rate?

Due to the fact that the eCup+ has been updated to more closely align with SAMHSA and DOT guidelines, we expect an increased STL rate on eCup+ vs eCup.

Once I Go Live with eReader+, what do I do if a client comes in with an ePassport™ authorization document to perform an eCup or xCup?

eCup or xCup services can be processed with the eCup+ device. You simply use the ePassport document to check the service into eScreen123, and the system will allow you to complete that event using the eCup+ product.

UPDATES TO THE eSCREEN BILLING PROCESS

Coinciding with the launch of the eReader™+ System, there will be a change to the eScreen billing and payment process. The current model provides you with a bundled price that includes both the testing consumable (eCup or xCup) and the specimen analysis service, including laboratory confirmation if required.

This bundled service is billed to you at the time the consumable is shipped to your location. When a consumable is used by your clinic for an eScreen national customer, eScreen refunds to you the bundled price paid for the consumable.

The new model will separate the consumable fee from the specimen analysis fee. The eCup+ consumable will be billed to you upon shipment from our warehouse to your location. The eCup+ analysis fee will be billed to you at the time the service is performed using the eReader+ device at your location. This change will result in lower upfront costs to your clinic when purchasing eCup+ consumables.

Will the above changes increase the cost of services to my clinic?

If you continue to utilize the eCup+ to perform the same testing panels that you performed using the eCup and xCup, there will be no changes to the total price paid per test. However, the eCup+ provides additional capabilities that will allow you to customize panel configurations using an expanded list of drugs that weren't available with the eCup and xCup. The new panels you utilize may incur additional fees depending on the size of the panel and the drugs included in those panels.

Do I need to update my billing protocol for accounts managed by eScreen?

Yes, the eCup+ will come at a lower upfront consumable cost. The eCup+ specimen collection fee paid to you by eScreen upon use of a consumable for an eScreen national customer will increase by the amount you paid for the eCup+ consumable and will be paid to you as one payment. Therefore, we ask that you review and update your billing protocols for accounts managed by eScreen to reflect the new specimen collection fee to be billed to eScreen.

How is cost affected if I use the eCup+ consumable for one of my locally managed customer accounts?

When an eCup+ consumable is used for one of your locally managed customers, your site will be charged a specimen analysis fee upon use of the consumable with the eReader+. If the test panel is the same as existing test panels you use with the eCup or xCup, the total price paid for the consumable and the specimen analysis fee will be the same you paid for the eCup and xCup. If the test panel is not the same as the panels used with the eCup or xCup, the specimen analysis fee will be billed as provided for by your clinic service contract.

Example illustrating an existing eCup/xCup testing panel: If your site is contracted to purchase the eCup+ at \$5 per device upfront and your contracted rate for the eCup (1200) is \$18, you will be charged an additional \$13 specimen analysis fee upon use of the eCup+ consumable.

Are there any changes in payment for collections performed for specimens collected for eScreen national customers?

Yes. The payment for the eCup+ specimen collection fee will be processed based on the new contracted rate which will be your current specimen collection fee plus the price you paid for the eCup+ consumable.

Are there any other impacts that may occur as a result of these changes?

Depending on the type of business you are and the state where the transaction was performed, you may be responsible for paying sales taxes to the state and/or local government where the test was performed, on the consumable and/or the service. eScreen may include such taxes on your invoices and withhold and remit such taxes on your behalf. If eScreen does not do so, you may be responsible for remitting payment to the applicable authorities for such taxes. Should your business qualify for a tax exemption on the consumable or service, please provide a tax exemption form or other government approved documentation to taxexemption@abbott.com.

How will the new eCup+ expanded panel options impact our clinic costs?

As discussed above, if you offer your customers newly available panel offerings you will be billed a specimen analysis fee as provided by your contract. Depending on the number of drugs and the drugs tested, the cost of the new panel may be the same or more than your existing eCup and xCup panels.

What do we need to do to prepare for these changes?

Please review the terms and conditions provided to you as part of the eReader+ transition and familiarize yourself with the changes to consumable and specimen analysis fee billing and the specimen collection service fees paid to your clinic. If you have questions regarding the billing and payment changes, please contact your dedicated Account Manager.

FOR EXAMPLE USE ONLY	eCUP/xCUP	eCUP+
Bundled testing fee, billed upon consumable shipment to the Clinic	\$18.00	
Consumable Fee, billed upon consumable shipment to the clinic		\$5.00
Specimen Analysis Fee, billed upon test execution with an eReader+		\$13.00
Total Fee billed to the clinic	\$18.00	\$18.00

Please note, pricing indicated above is for example purposes only. Specific pricing for Consumable Fee and Specimen Analysis Fee is based on your clinic service contract.

What should be my message to my own locally managed accounts about the new product?

Since your clinic can use eCup+ to fulfill all eCup and xCup services, you might not need to message anything to your own clients on day one.

You have the opportunity to offer your client updated screening levels, additional drug options, and flexible panel configurations. We suggest that you have a conversation with your clients regarding the advantages that the new eReader+ system provides.

FOR INFORMATION, CONTACT YOUR DEDICATED ESCREEN REPRESENTATIVE OR CLIENT SERVICES AT 800-881-0722, OPTION 5, OR VISIT ESCREEN.COM.

