



FSSolutions

A Vault Health Company

Ohio Board of Nursing (OBN)

(Keep this sheet for your files)

Dear New Participant:

Please read the following very carefully. It explains the enrollment process and test notification procedures for the OBN. After you have read it completely, please feel free to call FSSolutions' RMS (Recovery Management Solutions) Department at 1-833-4761173 with any questions.

Enrollment into FSSolutions:

Complete the enclosed Application and Payment Form. Each test will cost:

Option #1 = \$43.00, Option #2 = \$43.00, Option #3 = \$41.00, Option #4 = \$43.00, Option #5 = \$41.00, Option #6 = \$43.00, Option #7 \$43.00, Option #8 = \$84.00, Option #9 = \$43.00, Option #10 = \$57.00, Option #11 = \$31.50

1. Participant is NOT responsible for paying the collection fee IF the participant uses a laboratory patient service center. If using a laboratory patient service center, the collection fee is included in the cost indicated above. However, if participant chooses to use a collection facility that is NOT a lab owned patient service center, participant is required to pay the collection fee at the time of collection. FSSolutions will charge you separately for the analysis fee indicated above.
2. If you are using a third-party credit card, Fax the original *Application and Payment Form* and signed Agreement, within 24 hours, back to FSSolutions at 215-396-5611. We **MUST** have your Application and Payment Form on file before you can begin logging into the Test Notification System.
4. You will be required to access our Testing Notification System Sun. Mon. Tue. Wild. Thu. Fri. Sat. from 12:00 AM to 11:59 PM, which will indicate if you have or have not been selected for testing. To access the Testing Notification System, you may log on to participant.fssolutions.com and click on "Create Your Account" link at the top of the page. Refer to your Agreement with, or Order from, the Ohio Board of Nursing for terms regarding drug screens.
5. Money Order -The participant must send a personal check, cashier's check, money order or other guaranteed instrument payment method to FSSolutions within 24 hours of submitting a specimen.

Logging on: To access via the web, participant.fssolutions.com and click on "Create Your Account" link at the top of the page

When you are notified of a test, you MUST go to the collection site within the time frame dictated by your Program which is referenced in the FAQs and/or Participant ID Card. Testing is the critical part of your follow-up program. It is recommended you check early in the day so that you have plenty of time to get to the collection site. The Test Notification System can be accessed from 12:00 AM to 11 :59 PM EST. Failure to provide a specimen on the *day* selected will be considered a No-Show, reported to your case manager as such, and additional screens may be required.

Payment Methods: Please refer to the Payment Options & Procedures sheet in this packet for a detailed explanation of the payment methods that will be accepted by FSSolutions. You must complete the Application and Payment Form and return it to FSSolutions to begin using the Testing Notification System.

Payment Changes/Address Changes/Change of Collection Site: Registered users can make these changes/updates by accessing the web site at participant.fssolutions.com or called into FSSolutions at 1-833-746-1173.

Collection Sites: You are required to designate one (1) primary collection site. If you cannot make it to your primary collection site on a day you are selected for a test, call FSSolutions to inform them of the alternate site that you will be using for that day Your Participant ID card must be presented to your collection facility each time you are selected for a test to assure that your collection is performed on the proper Chain of Custody Form. The collection site will also ask to see a government issued photo ID, such as a driver's license. If there is no collection site in your area, but you are aware of a lab in your area that is not on the list, you may contact FSSolutions and discuss adding the site.

Testing Form: You are 100% responsible for assuring that you have testing forms, otherwise known as Chain of Custody (COC) forms Please make sure that you always have a minimum of 2 Chain of Custody forms on hand. If you need to reorder forms, please login to the Testing Notification System to place an order or contact FSSolutions at 1-833-476-1173



Attn: Ohio Board of Nursing

Effective September 1, 2021, your check-in portal and process will change. All participants will have access and be required to use the new FSSolutions portal.

You are required to enroll in the new system by August 13th. Please do it as soon as possible.

Enrollment Instructions for the new system are provided in the link below. If you need any assistance during your Enrollment, please reach out to the FSSolutions team at 833-476-1173 during business hours or e-mail us at RMS@fssolutions.com.

It's important to note that this new system requires you to log in through the website (participant.fssolutions.com) for your check-in message, rather than calling our toll-free number or using the mobile app. Please follow the link below for detailed enrollment instructions.

Participant Portal Enrollment Instructions

The new system contains the most updated security measures to protect your information. The existing FSSolutions app utilized in our previous system will no longer be available to you starting **September 1st**. You can access this new site on your phone, tablet or computer.

Important Notes to remember:

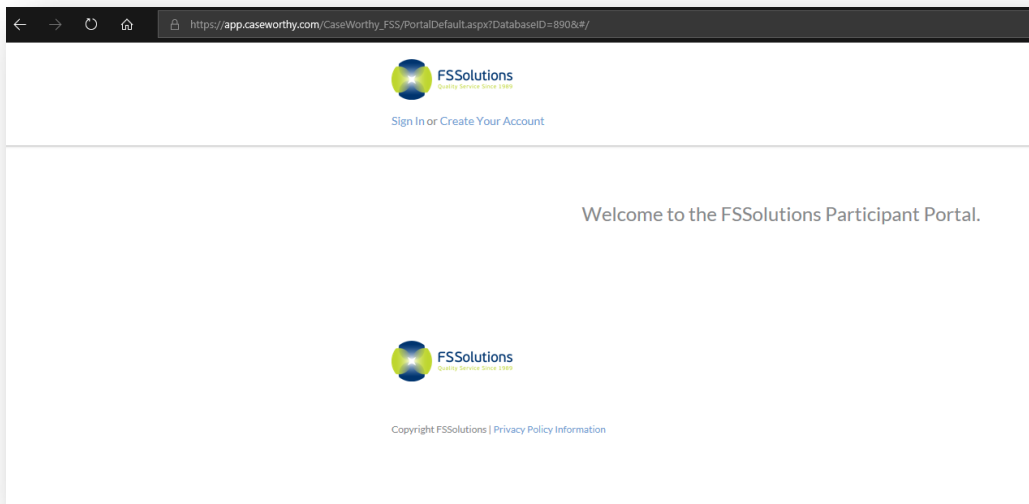
- You will no longer access FSSolutions through fssolutions.com, or the previous mobile app. You will use the new participant site: participant.fssolutions.com
- You must continue to check into the current FSSolutions system through **August 31st**.
- **September 1st**, will be the first day you check into the new system (participant.fssolutions.com)
- You must be enrolled in the new system by **Friday, August 13, 2021**, so we can ensure your testing schedule is ready for you and to ensure there is no interruption with your ability to test. (Feel free to go enroll right now!)
- Upon logging into the new system, you will receive a new participant ID# to be used on all drug screens. You will continue to use the same chain of custody forms and the same collection sites going forward.
- Instructions on how to submit your post test data thru the new system is available on your participant portal in the Video Library.

We are aware that all transitions come with questions, and we are happy to answer them for you. Please do not hesitate to reach out to an FSSolutions representative at 833-476-1173 for assistance.

Thank you, and we look forward to sharing our new system with you!

Participant Enrollment Instructions

1. Visit the URL participant.fssolutions.com



2. Click the "Create Your Account" link at the top of the page



3. Read and accept the terms and conditions on the page that appears.
4. Use your Program ID and PIN provided below to enroll:

Program ID	
PIN	

5. Fill out your demographic information and choose a username. Your password will be set and provided at the end of enrollment.



6. Enter your credit card information.
7. Complete your enrollment.
8. You will receive an e-mail including confirmation of your enrollments and important information pertaining to your program and your testing with FSSolutions.
9. After you have successfully enrolled, please refresh the website and click the "Sign In" button and use your log in ID and temporary password to log in.
10. You may be prompted to change your password.
11. There is a blue "Click Here to Check In" button that you must select every day to get your testing message. Be sure to log out of your account following your daily check in or any portal activity.

Enrollment Troubleshooting

1. Do not google "FSSolutions" or attempt to Enroll or Log In through fssolutions.com.
 - a. You must utilize the link: participant.fssolutions.com
2. Please do not download the FSSolutions RMS app from the app store-the app does not apply to your program.
3. In order to save the FSSolutions portal log in link to your mobile device as an icon/button, please click on the link below and follow the instructional links for either iPhone or Android:

<https://www.youtube.com/channel/UC97PUjzSnnRhdamMNY7BcQ>

4. If you receive an invalid user ID, please check you are on the correct link:
participant.fssolutions.com

For any other issues with Enrollment or logging in, please call an RMS representative 833-476-1173 and inform them you need help accessing the participant portal.



Ohio Board of Nursing (OBN)

AGREEMENT

THIS AGREEMENT by and between FSSolutions, a Virginia Corporation and Participant is made as of the date of the execution of this document.

WHEREAS The Participant is under an administrative or disciplinary obligation to submit at Participant's own expense to random drug and/or alcohol tests directed by OBN, the professional occupational licensing board by which Participant is currently licensed; and

WHEREAS, the OBN has entered into an agreement with FSSolutions to provide drug testing services for the OBN.

NOW, THEREFORE, in consideration of the mutual promises contained in this Agreement and for other good and valuable consideration, and in order to facilitate compliance with the OBN's requirements, the parties agree as follows:

A. FSSolutions will:

- 1 . Secure a forensic toxicology testing laboratory acceptable to the OBN.
- 2 Assist in securing collection sites that are convenient and that employ certified collectors that meet FSSolutions standards.
- 3 Provide testing kits to be used when necessary and chain of custody forms to be used in the collection process.
- 4 Use information provided by the OBN to establish testing levels and frequencies for random selection.
- 5 Perform computer random selection at the testing frequencies established.
- 6 Provide a toll-free 800-telephone number and website for Participant to call Sun. Mon. Tue. Wed. Thu, Fri. Sat. to see if Participant has been selected for testing.
- 7 Provide a Medical Review Officer to review confirmed non-negative test results as requested.
- 8 Send all test results to the OBN and immediately fax all positive results directly to the Administrator, or designee of the OBN.
- 9 Charge Participant monthly for services such as specimen analysis. collection site fees, Medical Review Officers fees, Return Check fee, etc.

B. The Participant will:

- 1 Complete the online registration form and submit it to FSSolutions.
- 2 Log on to the FSSolutions Test Notification web site at a designated time between 12:00 AM and 11 :59 PM EST Sun. Mon. Tue. Wed. Thu. Fri. Sal. to see whether Participant has been selected for testing that day.
- 3 If selected for testing, report to a FSSolutions approved testing site and be tested that same day. Should Participant's professional schedule make testing before the collection site's operating hours unreasonable, Participant must make arrangements for afterhours collection. Approval of the monitoring program is required for this variance and the cost of the collection at such a site is the responsibility of the participant.
- 4 Agree that failure to check in or test will be considered a lack of compliance with the OBN's order or administrative agreement requiring such testing and will result in reporting that lack of compliance to the OBN.



- 5 Keep Participant's account with FSSolutions current. FSSolutions will charge the Participant once a month for all tests that reported to FSSolutions during the previous month. This will take place on the 19th of each month, if this date falls on a weekend, processing will take place on the following Monday. Immediately upon a credit or debit card rejection, FSSolutions' Finance Department will suspend the Participant's access to the Testing Notification message. Upon login to our Test Notification System, Participant will be alerted that their account is on credit hold. Participant will have the ability to clear up their balance at that time. If the Participant clears their balance, he/she will be removed from suspension and advised if they have been selected for testing that day. The OBN is notified when a Participant is placed on suspension due to non-payment as it may result in non-compliance with the monitoring requirements in the event that the program leaves FSSolutions, the active credit card on file will be charged weekly for tests performed in final month of coverage.
- 6 Present chain of custody form and valid government issued photo ID to collection site at time of collection.

C. Participant authorizes FSSolutions to disclose or release any information in its possession concerning Participant/ including without limitation, the results of any drug screening test to the OBN. This authorization is subject to revocation at any time, except to the extent that FSSolutions already has taken action in reliance on it. If not previously revoked, this authorization will terminate upon written confirmation to FSSolutions by the OBN that the administrative or disciplinary obligation to the OBN under which this Agreement has been executed has been terminated.

D. FSSolutions will take all reasonable efforts to ensure confidentiality and protect the integrity of the program. FSSolutions further agrees that all knowledge and information that FSSolutions may receive from the OBN, their employees or consultants, shall for all time and for all purposes be regarded by FSSolutions as strictly confidential and held by FSSolutions in confidence, and solely for its benefit and use, and shall not be directly or indirectly disclosed to any person whatsoever, except to the OBN, or anyone authorized by the OBN. The obligations hereunder with respect to confidentiality will survive and continue after this Agreement terminates or expires.

FirstSource

Ohio Board of Nursing (OBN)

E. It is expressly understood and agreed by the parties hereto that the reports prepared and issued by the testing laboratory or the MRO shall be the sole responsibility of the issuer, and that FirstSource Solutions assumes no responsibility for such reports. Each testing laboratory shall be an independent contractor, not an employee of FirstSource Solutions. It is further understood and agreed by the parties that no liability is assumed by FirstSource Solutions for the accuracy of the processed data, except for the correction of its work; however, every precaution will be taken to insure the accuracy of the processed data. Any reasonable delay in performing under this Agreement due to disaster, weather, or mechanical failure will also cause no liability to FirstSource Solutions.

F. Participant agrees to indemnify and hold harmless FirstSource Solutions, its directors, officers and employees from and against any and all claims, actions, and liabilities of any nature which may be asserted against it or them in connection with the performance of FirstSource Solutions, its directors, officers, employees, and agents pursuant to this Agreement.

G. This Agreement shall remain in effect until either of the following, whichever occurs first in time: (1) the Agreement between FirstSource Solutions and the Program Title is canceled; or (2) the OBN confirms in Writing to FirstSource Solutions that Participant is no longer obligated to the OBN for such a program.

H. This Agreement shall be governed and construed in accordance with the laws of the Commonwealth of Virginia.

(Participant)

(Date)



Ohio Board of Nursing (OBN)

PAYMENT OPTIONS & PROCEDURES

The following payment option is available to the participant.

CREDIT CARD OR DEBIT CARD – VISA, MASTERCARD, AMEX, DISCOVER ONLY

1. Upon notification, the participant should proceed to their designated collection site and perform a urine drug screen collection. Participant is NOT responsible for paying the collection fee IF the participant uses a laboratory patient service center. If using a laboratory patient service center, the collection fee is included in the cost indicated above. However, if the participant chooses to use a collection facility that is NOT a lab owned patient service center, the participant is required to pay the collection fee at the time of collection. FSSolutions will charge you separately for the analysis fee indicated above.
2. The participant's specimen will be shipped to the laboratory for analysis.
3. The laboratory will report the specimen result to FSSolutions.
4. FSSolutions will bill the participant once a month for all tests that reported to FSSolutions during the previous month. This will take place the 19th of each month. For example, all tests reported during the month of March will be debited on the 19th of April. If this date falls on a weekend processing will be completed the following Monday.

*It is recommended that the participant keep on file the "donor's" copy of the Chain of Custody form, as provided by the drug screen collector. This is the participants receipt indicating that the participant performed a specimen collection. It is also required for you to upload your donor copy of the Chain of Custody as post test data.

*FSSolutions does not send itemized statements to the participant.

* It is the participants responsibility to keep your FSSolutions account updated with any changes to payment information.

DELINQUENT PAYMENT POLICY

Immediately upon a credit/debit card being rejected, FSSolutions finance department will suspend your ability to check in. You will be alerted that your account is on a credit hold and will have the ability to clear up your balance. You will be charged a \$25.00 suspension fee with your next monthly billing. After your account has been paid in full, you will be re-activated and notified whether you have been selected for testing that day. If your account has been referred to an outside collection agency and you would like to return to the program, you must pay the entire outstanding balance, a reinstatement fee equal to 30% of that balance, and the \$25.00 suspension fee.



Ohio Board of Nursing

Program Requirements / Frequently Asked Questions

Q: When can I begin accessing FSSolutions Daily Notification System?

A: Refer to your Agreement with, or Order from, the Ohio Board of Nursing for terms regarding testing. Before testing can begin, the following forms must be submitted to your Monitoring Agent:

Form 5 Medication Report

Form 14 Treating Healthcare Practitioner List

Form 6 Medical Report (Must be submitted by each treating practitioner)

Form 7 Prescription Medication Report (Must be submitted by each treating practitioner)

Your completed FSSolutions Application and Payment Form must be submitted to FSSolutions ten (10) to fourteen (14) days prior to testing.

Q: How often do I need to access the FSSolutions Notification System?

A: All OBN participants are required to access **FSSolutions** Daily Notification System every day, including weekends and holidays.

Q: I have been scheduled to begin accessing the Notification System; however, the Notification System is not recognizing my social security number.

A: Contact FSSolutions to verify that your Application and Payment Form has been received and is complete.

Q: Do I need to access the Notification System even if I am traveling?

A: Yes. You are required to access **FSSolutions** Daily Notification System every day, including weekends and holidays.

If you are selected to submit a urine specimen while traveling **within the state of Ohio**, but away from your designated collection facility, call FSSolutions to identify a collection facility in that area. You must provide a specimen on the day that you are selected.

You are required to submit travel notification outside of Ohio, to your Account Coordinator at least one week prior to your travel time so that an appropriate collection site can be set up.

If you are traveling **outside of the state of Ohio**, you are required to continue accessing the Notification System. If you are selected to submit a urine specimen on a day that you are traveling outside of the state, you must use the collection site, which has been set up for you.

There are no accommodations for testing outside of the 50 states.



Q: May I utilize a collection site that is not listed on FSSolutions collection site list?

A: Only those collection sites identified on the list may be utilized. **FSSolutions** has approved these collection sites and made arrangements for billing and drug screen collection procedures.

Q: What if I fail to access the Notification System on any given day?

A: Failure to access the notification system on any given day, including weekends and holidays, will be reported as a missed check-in. Contact your Monitoring Agent at the Ohio Board of Nursing.

Q: What if I fail to access the Notification System on a day that I am required to submit a urine specimen?

A: Failure to access the notification system on any given day, including weekends and holidays, will be reported as a missed screen. Contact your Monitoring Agent at the Ohio Board of Nursing.

Q: Are my conversations with FSSolutions confidential?

A: All **FSSolutions** sign a confidentiality agreement; discussion can and will be shared with Ohio Board of Nursing only, any discussions outside of the Recovery Management Solutions (RMS) team are restricted.

Q: Is my involvement with my designated collection site confidential?

A: Information can and will be shared with Ohio Board of Nursing. All designated collection sites are required to adhere to the guidelines set forth by the Department of Transportation (D.O.T.). The D.O.T. specifies (49CFR40, Part §40.23) "...collection procedures and training shall clearly emphasize that the collection site person is responsible for maintaining the integrity of the specimen collection and transfer process, carefully ensuring the modesty and privacy of the donor, and is to avoid any conduct or remarks that might be construed as accusatorial or otherwise offensive or inappropriate."

Q: Do I need to call my collection site before proceeding to my collection site?

A: The participant is responsible for remaining aware of their designated collection sites' hours of operation. It is recommended that participants check with their collection sites frequently to confirm hours of operation and/or any changes to the collection process. Most collection sites accept walk-ins, but you may be able to schedule an appointment. If an observed test is scheduled, call your collection site to determine when a same-gender observer will be available.

Q: What do I need to bring with me to the collection site?

A: Whenever you are selected for testing, you should always take a Chain of Custody Form and your FSSolutions ID, as well as government issued photo identification (Driver's License, Military



ID, etc.). Be sure to show your FSSolutions wallet ID card to the drug screen collector, even if the collector does not request it. This ID card will indicate to the collector what form needs to be completed during the collection process. The collector is also required to see your photo ID or driver's license.

Q: How long will the urine drug screen collection take?

A: Please consider wait time when proceeding to your designated collection site. This time may vary depending on which facility you use, the time of day, etc. The actual collection of the specimen should take approximately 5-10 minutes. However, it is suggested that you contact your designated collection site before proceeding to that site, to inquire of expected wait times.

Q: What if I am unable to produce a specimen of sufficient quantity during collection?

A: You will be asked to wait for a period of no longer than 3 hours before providing a second specimen. You must not leave the collection facility before providing the second specimen. If you leave the facility or still cannot produce a specimen of sufficient quantity, it will be reported as a missed screen and you should contact your Monitoring Agent at the Ohio Board of Nursing.

Q: Do I need to pay the collection site?

A: There is no collection fee for LabCorp facilities. If your collection site is not a LabCorp facility, you are required to pay any additional collection fee that may be charged at the time of collection. This is a separate fee from the actual cost of the test that FSSolutions charges.

Q: What if I don't have access to a credit card?

A: You may want to contact your financial institution to apply for either a "secured" or prepaid credit card