

# ORDERING DIGITAL DRUG SCREEN JOB AID

Q1 2025

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## INTRODUCTION

This Job Aid will describe the digital drug screen process.

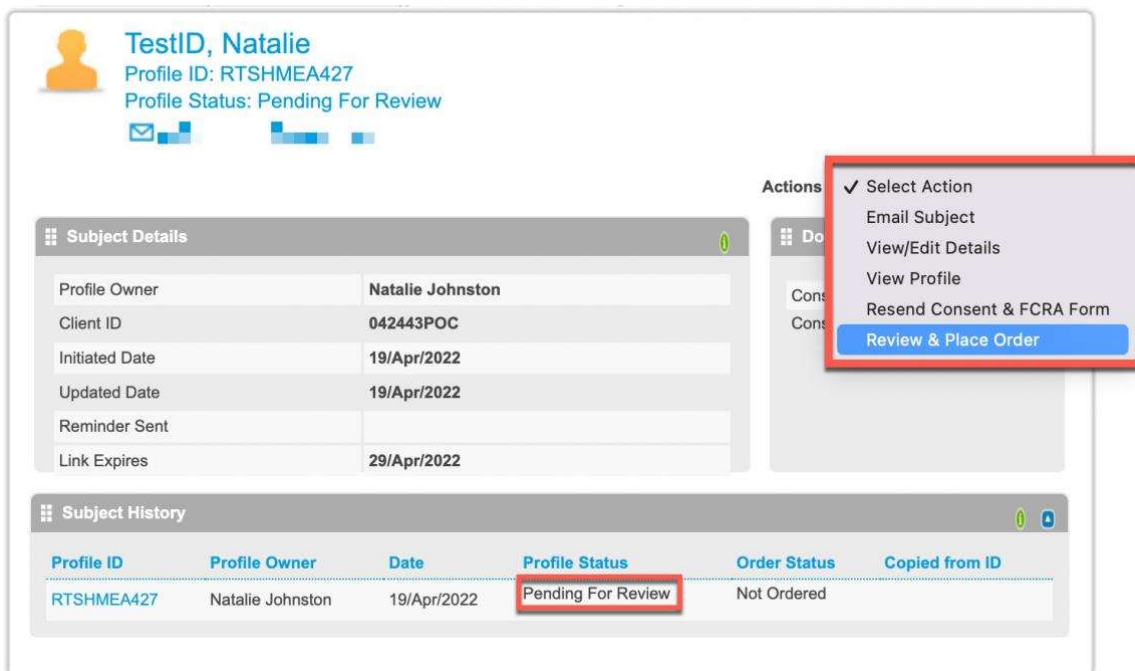
## WHEN IS THE DRUG SCREEN ORDERED?

The background and the drug screen are two separate orders which are initiated simultaneously at the time of submission.

The package will be selected at the time of the you are adding a new candidate profile in Profile Advantage. The candidate will be invited to fill out their profile. There will only be a place holder in the system with an order status of **Pending For Review** and the Service Provider will need review the profile before placing the order for the screening.

## PLACING THE ORDER

After you have reviewed the candidate's profile and are ready to place the order, select **Review & Place Order** from the **Actions** drop down.



**TestID, Natalie**  
Profile ID: RTSHMEA427  
Profile Status: Pending For Review

**Subject Details**

Profile Owner	Natalie Johnston
Client ID	042443POC
Initiated Date	19/Apr/2022
Updated Date	19/Apr/2022
Reminder Sent	
Link Expires	29/Apr/2022

**Actions**

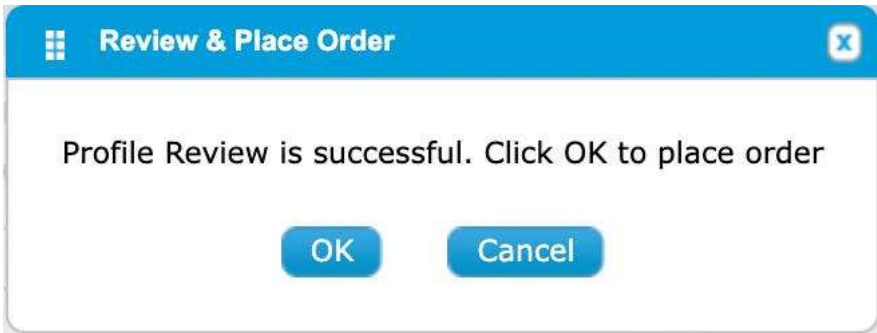
- Select Action
- Email Subject
- View/Edit Details
- View Profile
- Resend Consent & FCRA Form
- Review & Place Order**

**Subject History**

Profile ID	Profile Owner	Date	Profile Status	Order Status	Copied from ID
RTSHMEA427	Natalie Johnston	19/Apr/2022	Pending For Review	Not Ordered	



You will receive a confirmation pop up, click ok.



Once the order is placed, the **Profile Status** will change to **Completed**.

Subject History					
Profile ID	Profile Owner	Date	Profile Status	Order Status	Copied from ID
RTSHMEA427	Natalie Johnston	19/Apr/2022	Completed	In Progress	



## CLINIC SELECTION PROCESS

After submitting your order, you and your candidate will receive one of the following email notifications.

### Digital Collection Site


When selecting clinic location recommendations for the candidate, First Advantage will search for digital collection sites within a 60 minute drive time of the candidate's current address. You and the candidate will receive an automatic email with instructions to complete their drug screen.

The following important information will be included:

1. Request Date and Expiration
2. Up to five recommended clinics to choose from for the drug screen collection (*Order listed based on closest proximity to current address.*)

Candidate must bring to the appointment:

1. The printed email
2. Valid photo ID



Dear AUTO NOTIFICATION DIGITAL,

Re: LabCorp Web COC Order Registration Number: 107574111  
Request Date: Aug 2 2012 11:43AM

**Your schedule will expire in 5 days.**

Please follow the steps below to begin your drug testing process:

1. Choose one of the collection sites below as your drug test collection facility. If you wish to locate a different LabCorp collection site go to <https://www.labcorp.com/locations/locator.do>
2. Print this email or take the above referenced order registration number with you to the collection site along with a valid photo ID.

**Drug Test Collection Sites:**

Test Site 1  
123 Main ST  
Test City, TS 12345

Test Site 2  
456 Main ST  
Test City, TS 12345

Please contact your Service Provider if you have any questions or issues regarding the drug testing process.

**IMPORTANT INFORMATION:**

- **You Must:** Bring all pages of this email and present it to the collection site.
- **You Must:** Know the tests that need to be performed (i.e., Urine Drug only or Urine Drug AND Physical Exam). If you are unsure if you need a physical exam, reach out to your CSP Recruiter.
- **You Must:** Bring a valid state-issued photo ID.
- If you choose one of the preferred locations above, you are NOT REQUIRED to make an appointment for the urine drug screen only. It is critical though, that you only go to the collection site during their open Drug Screen Collections hours and arrive 30 minutes prior to the facility closing. **If you are required to take a physical exam, you ARE REQUIRED to schedule the appointment with the collection site or reach out to your CSP Recruiter for assistance.**
- If for some reason, you are not able to go to one of the chosen sites, you must reach out to your Service Provider.

**ATTENTION COLLECTOR:**

Paper Chain of Custody form is not required because this collection is pre-registered in FormFox Web COC.  
FormFox Web COC Order Registration Number:

Applicant Name: Name  
Account: FXG VENDOR Name

**Drug Collection:**  
Upon completion of specimen collection, please immediately FAX the MRO copy of the CCF as follows:  
Non-DOT Collections: 866-355-1297  
DOT Collections: 866-545-0363

In case of shy bladder or refusal please call the District Admin, the Designated Employer Representative (DER), and fax the MRO copy of the CCF to 866-355-1297.

**DOT Physical Exam:**

\*\* If candidate scheduled with a Digital Registration number, upon completion of the physical please send Results, PE, and MEC to FADV via FormFox. The driver should receive the original medical card before leaving the clinic.

\*\* If candidate did not schedule with a Digital Registration number, upon completion of the physical, please immediately fax the long form to 877-435-3305 or email the forms to [oms.department@fadv.com](mailto:oms.department@fadv.com). The driver should receive the original medical card before leaving the clinic. Additional copies of the documents can be mailed to:  
First Advantage  
Attn: Driver Qualifications  
9800 Crosspoint Blvd Suite 300  
Indianapolis, IN 46256

**COLLECTOR BILLING INFORMATION:**

If you should encounter an issue during the testing, please DO NOT send the donor away without calling the First Advantage FedEx support team at 844-740-0FXG (0394) Option 1 to resolve any issues or retests.

**Charges:**

- All charges for Urine Drug Screen Collections must contain: Invoice Date, Donor name, Donor Social Security Number and/or Donor Identifier, Name of Donors Company, Date of Service, Type of Service and Amount Due.
- Submit Charges to: First Advantage Accounts Payable PO Box 467789 Atlanta, GA 31146
- No charges or statements should be submitted to the Client or to the Donor. Any questions relating to the collection should be directed to the First Advantage FedEx support team at 844-740-0FXG (0394) Option 1.
- No charges or statements should be submitted to the Client or to the Donor. If you require any assistance, please call the First Advantage FedEx support team at 844-740-0FXG (0394) Option 1 if you have any questions.

AutoNotify Digital: 75876.5670766.spGenGencEmail

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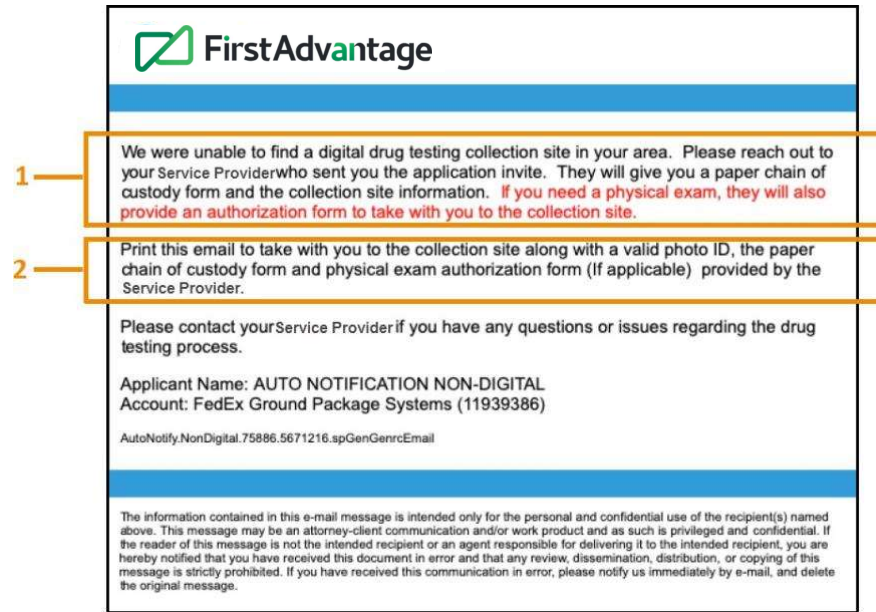


### Non-Digital Collection Site

If no digital collection sites are found in the specific radius, you and the candidate will receive an automatic email instructing the candidate to reach out to the Service Provider for a paper chain of custody form and collection site information.

The following important information will be included:

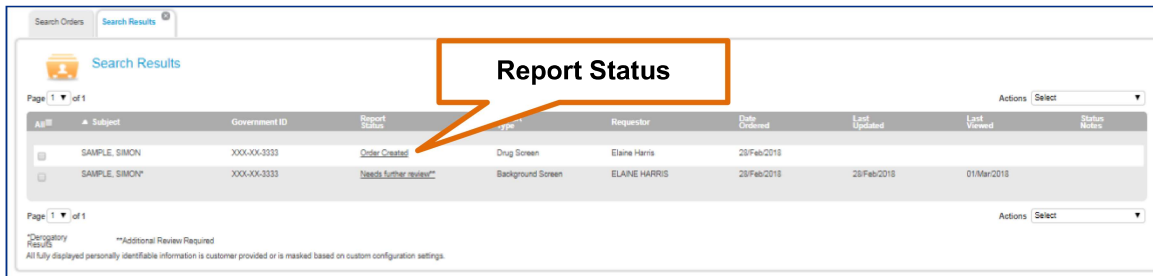
1. Instructions to contact the Service Provider for a paper chain of custody form and collection site information.
2. Reminder to print email and bring valid photo ID to appointment.



If you receive this notification, you will direct the candidate to use one of the sites available in the site match on the [FedEx Learning](#) page: [Collection Site Listing](#).

## VIEWING DRUG SCREEN ORDER RESULTS

Locate the candidate using the search feature. View the status for the **Drug Screen** list item.



Alt ID	Subject	Government ID	Report Status	Requestor	Date Ordered	Last Updated	Last Viewed	Report Notes
	SAMPLE, SIMON	XXX-XX-3333	Order Created	Drug Screen	Elaine Harris	28Feb2018		
	SAMPLE, SIMON	XXX-XX-3333	Needs further review	Background Screen	ELAINE HARRIS	28Feb2018	01Mar2018	

Drug Screen result statuses:

- a. Order Created – This is a placeholder for the drug test results.
- b. Negative – The donor's drug test is verified as Negative.
- c. Negative Dilute – The donor's drug test is verified as Negative. The sample provided by the donor was diluted.
- d. Positive – The donor's drug test is verified as Positive for one or more drugs tested.
- e. Order Expired/Donor No Show – The candidate did not report to test in the allotted timeframe.

