Welcome from Scott Miller

Dear Clients and Friends,

Welcome to the first edition of the Psychemedics TPA & Collection Site Newsletter. In this and future issues, we want to inform you of new services and products offered by Psychemedics, ideas and examples from your peers that could help grow your business, and other helpful information to make doing business with Psychemedics easy and enjoyable.

As we start this new year, we are focusing on many key components of our business. We want to give special attention to our Third Party Administrators (TPAs), Distributors, and Collection Sites with the introduction of our first quarterly newsletter.

At Psychemedics, we just celebrated our 25th anniversary as the founder and leader of hair drug testing in the United States. Moving forward, we continue to look for innovative ideas and new technologies to detect and deter drug and alcohol problems in the workplace.

Please give us your feedback, share your ideas, success stories, or information you feel we can share with others. We appreciate your business and we intend this to be your newsletter.

Best Regards,

Scott Miller
Vice President – Client Services

MORE DRUG TESTS COMING BACK POSITIVE

When you think about a drug user, you might imagine someone who’s unemployed or even homeless. But it’s more likely that a drug user looks just like the person who works beside you every day.

More than 70 percent of drug users are employed, according to the National Council on Alcoholism and Drug Dependence. That means those who screen for drugs are seeing more and more tests coming back positive.

Working in a power plant can be a dangerous job; made even more so if someone is under the influence of drugs or alcohol. That’s why Basin Electric has had a drug testing program in place for years. “Many of our folks are employed at power plants and if they’re operating machinery, we want to make sure that they’re not under the influence. Because if they’re not able to perform their job correctly or appropriately it’s going to affect the safety of their fellow employees and it could have devastating consequences from that,” explains Daryl Hill.

They deal with positive tests on a case by case basis, as do most employers who do their drug testing through Sanford Occupational Health. “Drug use is, in fact, active in the workplace,” said Jennifer McGregor, director of business operations for Sanford Occupational Health in Bismarck.

Statistics show it’s getting to be more active. The clinic has seen a 61 percent increase in the number of drug tests coming back positive since 2010. “We’re seeing it busier, seeing more positives coming through,” McGregor explains.

She says it’s in all workplaces, not in any specific industry. “I think honestly it’s across the board, we’re seeing it in all types of industries and all different types of positions within the company.” She says more workplaces are also becoming aware of drug use and are more likely to watch out for the signs and symptoms showing someone may be under the influence.

In addition to seeing more positive tests, McGregor says the clinics are also doing more drug testing in general as companies turn to them to help set up policies and procedures for drug use.

HAIR COLLECTION MADE EASY: How to Guarantee a Good Hair Sample

We believe collecting a hair sample should be as quick and easy as possible. To help you avoid the most common hair collection challenges, we wanted to touch on two issues that people run into when collecting a hair sample.

1) The first issue is Invalid samples due to paperwork problems. A sample can be invalid for a number of reasons. This most often occurs when:
   - The subject ID on the CCF form does not match the ID on the Sample Acquisition Card (SAC).
   - The subject ID is missing or incorrect on the Custody & Control Form (CCF).
   - The integrity seal was not correctly placed on the SAC, the seal was missing initials, or the seal was improperly placed.

2) The second issue is Quantity Not Sufficient (QNS). This means that there was not enough hair collected, and therefore the sample cannot be processed. The amount of hair that needs to be collected is 50mg. Our Helpful Hints sheet provides step-by-step instructions and can be requested by calling Client Services at (800) 522-7424.

To assist with any of these issues, view our Hair Collection How-To video at: www.haircollectionexam.com. (Password: hairsample)

What’s New with Client Services?

With our fast-growing network of TPAs and Collection Sites, Psychemedics Client Services is working hard to get you results, information and answers to questions quickly. We have recently added the following new features:

Pending Sample Updates-
Psychemedics strives to always keep you in the loop regarding the status of your sample results. If the hair sample screens negative for drugs, results will be reported within 24 hours of the sample being received at the laboratory. If the sample requires continued testing, it will take about 1-4 days (depending on the drugs or combination of drugs) for the lab to process the sample. This confirmation stage will determine if the results will confirm as a positive or remain a negative because the results are below the cutoff level. To ensure total customer satisfaction, Client Services will remain in direct contact with all clients on the progress of any sample that is requiring further investigation.

Client Services Database-
We are happy to announce that Psychemedics is upgrading its Client Services database tools. We are in the process of updating our database to verify that we have your site’s most current information (addresses, contact phone numbers, email addresses and contact details). This will be an ongoing effort to ensure that our database always reflects the most updated and accurate information. If you wish to contact us directly about recent changes you have made, please feel free to call Joni Marquardt at (920) 857-9501 or email the info to JoniM@Psychemedics.com.

PSYCHEMEDICS IS NOW INTEGRATED WITH FORMFOX ELECTRONIC CCF: SIMPLIFY THE COLLECTION PROCESS WITH FORMFOX

FormFox is a revolutionary new system that simplifies the collection process. It incorporates an innovative new form into an online application that walks the collector through the collection process. It’s fast, easy and eliminates many of the paperwork errors that can occur during the collection process. The new electronic Custody and Control Form (e-CCF) is a one-page form that is printed at your facility during the collection process using a standard laser printer. The FormFox collection wizard walks the collector through each step of the collection process and validates the information used to complete the e-CCF. To receive our help sheet on how to get started with FormFox, please call us at (800) 522-7424 or visit https://psychemedics.sharefile.com/?cmd=d&id=bdc3f248eeff144f3.
Western States Have Highest Rx Drug Misuse Rates

Arizona, Colorado, Idaho, Nevada, New Mexico, Oregon, and Washington are among the 10 states with the highest rates of non-medical use of prescription pain reliever, according to a newly released SAMHSA report.

The Substance Abuse and Mental Health Services Administration released "The NSDUH Report: State Estimates of Nonmedical Use of Prescription Pain Relievers: 2010-2011" on Jan. 8. The report is based on data from the SAMHSA National Survey on Drug Use and Health, which is a scientific annual survey of approximately 67,500 people ages 12 and older throughout the country.

It shows prescription drug misuse is second only to marijuana as the nation’s most prevalent illegal drug problem, with approximately 22 million people nationwide starting non-medical pain reliever use since 2002. With the 2010 and 2011 data combined, rates of past year misuse ranged from 3.6 percent in Iowa to 6.4 percent (urine testing positives) in Oregon.

"Addressing prescription drug misuse remains a top public health priority, as we’ve seen inconsistent progress in addressing the issue across the states," said SAMHSA Administrator Pamela S. Hyde. "Data from this report helps us better understand geographic variations in use, and should help with the development of more targeted and effective prevention and treatment programs. The key is educating the public on the serious health risks involved, and ensuring that we are providing the necessary treatment to those who need it."


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Need Supplies?

There are three ways to order more supplies from Psychemedics:

1. Call our Client Services Department at 800.522.7424
2. Email your order to supplies@psychemedics.com
3. Fax your order to 800.643.2354

We recommend using our standard shipping, which takes approximately 3-4 days (free). Overnight next day delivery is also available for $15.

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Send Us Your Collection Invoices

For those of you that do collections only, we want to ensure that you receive prompt payment. Please mail your invoice to Psychemedics within 30 days of the collection to the following address:

Psychemedics Clinic Invoicing
P.O. Box 2219
Acton, MA 01720

Please make sure to include the following information:

Date of Collection, CCF Number, Subject ID, Employer Name and Type of Service Provided.

If you have any questions about your invoice please contact Jennifer McMahon at JenniferM@psychemedics.com or (800) 628-8073.

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To request our new customized TPA & Collection Site poster for your facility, please email info@psychemedics.com.
About Psychemedics

Psychemedics was established in 1987 to provide testing for drugs of abuse using hair analysis, and has been successfully operating for over 25 years. Thousands of corporations currently rely on Psychemedics’ patented hair analysis technology for their pre-employment and employee drug screening. Psychemedics is headquartered in Massachusetts and has offices in Dallas, Chicago, Los Angeles and Las Vegas, and our global operations collect hair samples in over 30 countries. Our laboratory is located in Culver City, California. Psychemedics is a publicly-held corporation listed on NASDAQ under the ticker symbol PMD.

Find Psychemedics Forms Online!

- Hair Collection Helpful Hints
- FormFox Electronic Custody and Control Form
- Supply Order Form
- FAQ Sheet
- And Other Helpful Information

To access and download these forms online, please go to the following link: https://psychemedics.sharefile.com/?cmd=d&id=bdc3f248eeff144f3