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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

NICK LYON  
DIRECTOR

September 2018

**CHANGES TO NEWBORN SCREENING ONLINE (NBSO)**

Dear hospital administrator:

The online ordering system for newborn screening (NBS) cards and educational materials, Michigan Newborn Screening Online (NBSO), is currently being revised. The revisions will be finalized and go into effect in October. Two of those revisions will affect hospital processes.

Currently, hospitals are able to pay for NBS cards by credit card or eCheck. In October, any orders paid for with a credit card will have a 2.78 percent processing fee included for that payment method. This processing fee may be adjusted annually, and any adjustment will be communicated to you. An additional option of paying for NBS cards through invoicing will be offered, so hospitals will continue to have two payment options (eCheck and invoice) that will not incur a processing fee. We are advising all facilities to strongly consider the use of eChecks for purchasing NBS cards. Instructions for how to set up eChecks are available on our website ([www.michigan.gov/nbso](http://www.michigan.gov/nbso)). The NBSO technical administrator, Valerie Ewald, can be reached via email at [nbsorders@michigan.gov](mailto:nbsorders@michigan.gov) or via phone at 517-335-1400 to assist with setting up eChecks. We realize that not every facility has the option of using eChecks, so the invoicing option will also be available. After placing an order and selecting the invoice payment option, an invoice will be generated and sent to the facility for payment. The NBS Program reserves the right to remove this payment option for facilities with outstanding invoices.

Replacement NBS cards are available for cards that could not be used for various reasons. We are asking facilities to continue following the current policy of completing the card replacement form (available at [www.michigan.gov/newbornscreening](http://www.michigan.gov/newbornscreening) by clicking on "Resources for Hospital and Health Professionals") and sending the form and white face sheet(s) of the cards for replacement to the address on the form. If the cards for replacement were purchased and returned in the same fiscal year, the process will not change. However, if the cards for replacement were purchased in a previous fiscal year, an invoice will be sent to the facility to cover the difference in price between the cost of the card when it was purchased and the current cost. For example, if a facility sends 10 first sample NBS cards purchased in fiscal year 2016 (cost \$122.35 per card) for replacement, the facility will be mailed 10 NBS cards from fiscal year 2018 (cost \$125.83 per card) and will receive an invoice for \$34.80.

If you have questions or concerns about these two revisions, please feel free to reach out via email at [klevnm@michigan.gov](mailto:klevnm@michigan.gov) or via phone at 517-335-9296.

Sincerely,

A handwritten signature in cursive script that reads "Mary Kleyn".

Mary Kleyn, MSc  
Manager, Newborn Screening Follow-Up Program  
Michigan Department of Health and Human Services