

CT Statewide Drug and Alcohol Testing Consortium Newsletter

JUNE 2022

DISA Customer Service Team Information

Reminder:

In an effort to continue providing the best possible customer service and utilize best-in-industry practices, DISA has created a joint customer service email inbox: **DTCCAR@DISA.com**. Having this shared inbox ensures that Consortium Members receive prompt responses even when our Program Administrator, Candice Rouses, is not available.

This would provide the Program Administrator with an opportunity to focus more conceptually on the overall compliance and business needs of the Consortium. In the event that she receives an escalation call from any of the DERs or Alternate DERs, this will allow her to focus on major issues through completion while other requests are managed by her customer service team.

This customer service team is managed by a team of professionals, who are trained and knowledgeable, to take care of any of your needs.

Key Takeaways:

- The new primary email for Account Representative Support is **DTCCAR@disa.com**.
- DER and Alternate DER may still reach out directly to Candice Rouses.
- Candice will be the priority responder to your emails sent to **DTCCAR@disa.com**.
- All other contact information for service lines such as onsite, billing, post-accident, and after-hours will remain the same.

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FTA Training

FTA has recently approved onsite trainings. This means that they now can come to our location and provide drug and alcohol testing trainings such as Post-Accident, Reasonable Suspicion, and other type of drug and alcohol testing trainings. These trainings will be offered to all Members. More details on this will be coming out in the next few weeks including the location of those trainings.

Consortium Training

- **Online Reasonable Suspicion Training** - For more information on this training, contact Nhan Vo-Le, Consortium Coordinator, at nhvole@ghtd.org.
- **Drug and Alcohol Testing Program Orientations for new DERs** - Contact DISA

and The Lexington Group for a drug & alcohol testing program orientation via telephone including employee assistance /substance abuse information. These program orientations can aid your new DERs / Alternate DER to successfully manage your drug and alcohol testing program.

Contact info:

-Candice Rouisse,
Program Administrator,
Telephone #800-211-
4469 Extension 6021;
Email:
Candice.Rouisse@disa.
com

-James M. Ferrelli,
Director, Telephone
#800-571-0197
Extension 239; Email:
ferrellij@the-lexington-
group.com.

Drug and Alcohol Testing Program Third Party Administrator (TPA) DISA Global Solutions, Inc.

COMPANY CONTACTS:

Mobile Operations

Scheduling Department

Jason Allen – Main Telephone #800-211-4469 Extension 6051. Email: Jason.Allen@disa.com

Jennifer Rindo - Main Telephone #800-211-4469 Extension 6041. Email: Scheduling@disa.com

Collectors

Nathan Rice

William Mauhs

Noelle Iglesias

Christopher Fitzpatrick

Senior Client Account Representative/Program Administrator

Candice Rouisse - Main Telephone #800-211-4469 Extension 6021

Email: DTCCAR@DISA.com or Candice.Rouisse@disa.com

Fax: 413-283-6945 or 413-284-0022

Accounting

Auberey Ramon - Main Telephone #800-211-4469. Email: Auberey.Ramon@disa.com

Area Leader

Candice Sanchez - Main Telephone #817-332-0044 Extension 3582. Email: Candice.sanchez@disa.com

24-Hour Drug & Alcohol Testing On-Site

Post-Accident

Reasonable Suspicion

1-800-967-3135 Toll-Free Emergency Line

Be prepared to provide the following information:

Your Name

Agency Name

Phone Number

Location of Incident

Reason for Call (Post-Accident or Reasonable Suspicion)

Medical Review Officer (MRO) Department

University Services

Richard Weinstein, MD

2800 Black Lake Place,

Suite A

Philadelphia, PA 19154

Phone: 800-624-3784

Fax: 215-637-6998

Enhance Awareness of the Employee Assistance Program (EAP)

Note: This letter from The Lexington Group should be made available to safety-sensitive employees and posted in the break room



TheLexingtonGroup

Your Employee Assistance Program

A Woman Owned Enterprise Since 2000

Dear CT Drug Consortium Employees and Family Members:

The Lexington Group Employee Assistance Program (EAP) provides CONFIDENTIAL face-to-face and virtual counseling services to assist employees in identifying and resolving personal problems. Examples include marriage and family issues, job stress, alcohol and drug abuse, depression and other emotional concerns. The Lexington Group services also include referral resources for legal, financial, eldercare, and childcare through the Life Care program.

Because employee lives may be affected by problems with a spouse or other family members, this program is extended to household family members as well. You or your household family members may contact your EAP directly at any time. No matter what your situation, any assistance you seek through the EAP is held in the strictest confidence. Involvement will not jeopardize your job security, future promotional opportunities or reputation.

For confidential and immediate access, you may call The Lexington Group 24/7 at:

1-800-676-HELP (4357)

You may also request services or read more about the program online at:

www.The-Lexington-Group.com

Your unique employee password is "CTDrugConsort"

We hope you will share our enthusiasm for The Lexington Group, Employee Assistance Program, and the opportunity it presents to help you and your family.

Sincerely,
The Lexington Group



Scan to go to website

Contact & Resource Information

DISA Global Solutions, Inc.

Formerly Occupational Drug Testing (ODT)
www.occupationaldrugtesting.com

Toll Free # 800-211-4469

The Lexington Group

www.The-Lexington-Group.com

Toll Free # 800-571-0197

Employee Assistance Program

1-800-676-HELP (4357)

Request clinical services online directly from the web site at:

www.The-Lexington-Group.com

To log on, your customer name is "CT Drug Consortium"

And your unique employee password is "CTDrugConsort"

Are you aware of the availability of program forms and resource documents on

GHTD's website? Go to:

<https://www.hartfordtransit.org/about/drug-alcohol-testing-consortium/>

Also, checkout the following materials:

What Employers Need to Know About DOT Drug and Alcohol Testing

What Employees Need to Know About DOT Drug and Alcohol Testing

Resources for The Designated Employer Representative (DER)

Lexington Newsletters

FTA Regulation Update Issues

The following FTA website provides a wealth of information such as trainings, newsletters, etc. on the Drug and Alcohol Testing Program that you might find very

helpful:

www.fta.dot.gov/12533.html

You may also find Title 49 Parts 40 and 655 (FTA regulations on the drug and alcohol testing program) by using the Search engine.