

Frequently Asked Questions

Electronic Custody and Control Form (eCCF)

Q: What is the electronic Custody and Control Form (eCCF)?

A: eCCF is an electronic solution for drug test ordering, specimen collection processing, and chain of custody documentation for workplace drug testing.

Q: What benefits does the eCCF offer employers?

A: The eCCF is designed to improve an employer's drug testing process and to make collections faster and more efficient.

- Employers can order a drug test online and email the authorization form directly to the donor. The authorization form provides detailed instructions regarding where to go to have the drug test collection performed.
- This electronic process eliminates the need for employers to order and store paper CCFs, to mail CCFs to the donor or collection site, or to follow up with the collection site to get the Employer Copy of the CCF.
- Medical Review Officers (MROs) no longer need to track down paper CCFs, and therefore, employers should receive results faster.
- This process also provides transparency by enabling employers to see the status of the drug testing specimen (e.g., at lab, pending MRO review, etc.). In addition, accurate data from the eCCF will immediately replace outdated account and MRO demographics.

Q: Can the eCCF be used for regulated and non-regulated drug testing?

A: Yes. eCCF is now available for both regulated U.S. Department of Transportation (DOT) urine drug tests and non-regulated drug tests. Additionally, available non-DOT drug tests include: Express Results™ *Online* (ERO), non-DOT urine, oral fluid, and hair. Quest Diagnostics has processed millions of non-regulated eCCFs for nearly 10 years.

Q: How do I start using eCCF with Quest Diagnostics?

A: If you are new to Quest Diagnostics, please call our National Customer Support Center at 1.866.912.1707 to set up a drug testing account using eCCF. If you are a current client and want to transition to eCCF, contact your Account Manager or Sales Representative directly or call our National Customer Support Center at 1.866.912.1707.

Q: How do I order eCCFs online?

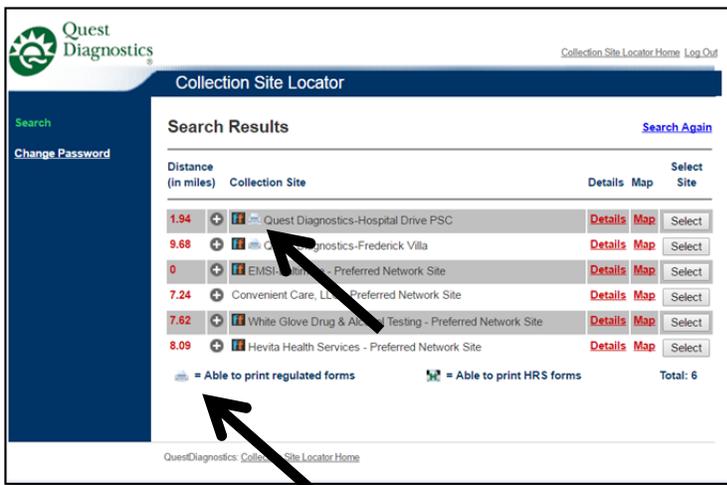
A: It is recommended that every eCCF drug test start with an online order because it will allow you to view real-time statuses throughout the testing process and receive final results electronically. You can order eCCF using one of Quest's systems (e.g., QIS, ESP, or Web Services), an applicant tracking system (ATS), or a third-party administrator (TPA) ordering system. Although every system is unique, an eCCF order begins when you enter

donor demographics, account information, a test panel code, and choose an eCCF enabled collection site. Once the order has been successfully submitted, you will have an authorization form with instructions to send to the donor. The collection site will have all the information needed when the donor arrives for his or her drug test.

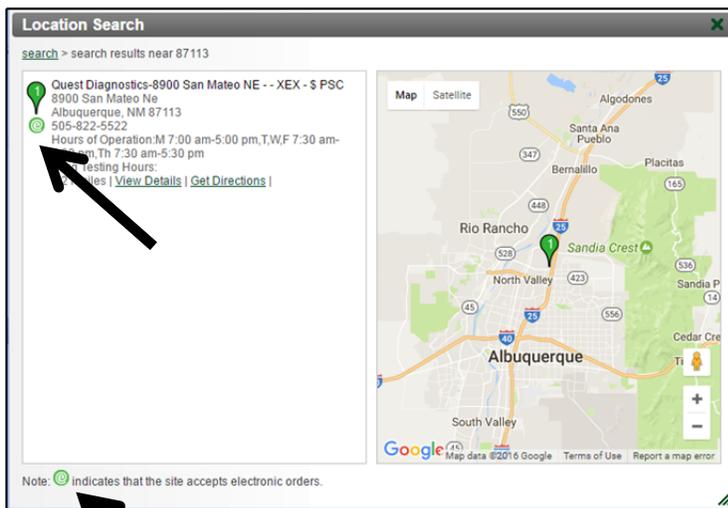
Q: How can I tell which collection sites are eCCF enabled?

A: Our online [Collection Site Locator](#) clearly identifies all of our collection sites that are able to provide this service. The detail for each collection site will indicate if regulated and non-regulated eCCF is a service offered by that particular location. Alternatively, continuous updates will occur for our XML collection site web services, enabling clients who leverage this resource to locate eCCF enabled sites for their donors.

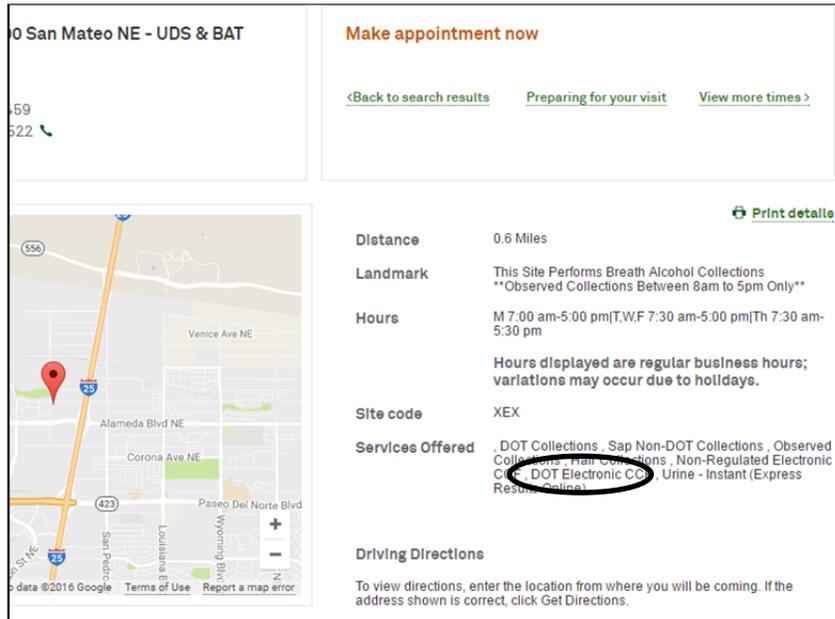
GIS displays a  symbol to indicate that the site is enabled for regulated eCCF.



ESP displays a green  symbol to designate an eCCF enabled site.



The QuestDiagnostics.com online collection site locator lists eCCF enabled sites in the Services Offered section.



San Mateo NE - UDS & BAT

[Make appointment now](#)

[Back to search results](#) [Preparing for your visit](#) [View more times >](#)

[Print details](#)

Distance 0.6 Miles

Landmark This Site Performs Breath Alcohol Collections
Observed Collections Between 8am to 5pm Only

Hours M 7:00 am-5:00 pm|T,W,F 7:30 am-5:00 pm|Th 7:30 am-5:30 pm
Hours displayed are regular business hours; variations may occur due to holidays.

Site code XEX

Services Offered DOT Collections , Sap Non-DOT Collections , Observed Collections - Hair Collections , Non-Regulated Electronic CCF , **DOT Electronic CCF** , Urine - Instant (Express Results Online)

Driving Directions To view directions, enter the location from where you will be coming. If the address shown is correct, click Get Directions.

Q: Are there any significant changes to the drug testing process as a result of eCCF?

A: Clients no longer need to order, store in inventory, or manage paper CCFs. The process is detailed below:

1. Employers/clients order the drug test online.
2. An authorization form is emailed to the donor, which he or she takes to the drug test collection site.
3. The collector uses the online collection wizard to complete the eCCF, which includes capturing the signatures of both the donor and collector. **Note:** even if an employer chooses not to order the drug test online, eCCF enabled collection sites will convert the traditional, paper CCF to an electronic version, leveraging all of the advantages of an eCCF – unless the employer or their MRO has opted not to use eCCF.
4. The drug test specimen is sent to the laboratory.
5. The results, Copy-1, and Copy-2 images are sent to the MRO.
6. The Copy-2 image is available to the employer/client electronically (online, fax, or EDI).

Q: Is Quest Diagnostics NLCP-certified for Federal eCCF?

A: Yes. As of August 5, 2016, Quest Diagnostics is certified to utilize Federal eCCF for urine tests at its three drug testing laboratories located in Lenexa, KS; Tucker, GA; and West Norristown, PA. We are the largest drug testing provider certified to provide eCCF. Quest Diagnostics began processing orders for Federal eCCF urine tests on December 12, 2016.

Q: Is the information on the eCCF secure?

A: Yes. The information on the eCCF is as secure as possible. While there are always security risks associated with electronic software, Quest Diagnostics regularly passes third-party and internal audits of its information technology systems, including FormFox™.

Q: Why do some Specimen ID numbers start with QD and others with FF?

A: Generally, the Specimen ID will begin with QD if label pods are ordered and stocked at one of our 1,300 eCCF enabled Quest Diagnostics Patient Service Centers (PSCs). The Specimen ID will begin with a FF if one of our preferred and third-party drug testing collection sites order and stock label pods that are ordered direct from the manufacturer. Both types of numbers, whether they begin with QD or FF, have a unique Specimen ID with a one-time-use barcode for drug testing using eCCF.

Q: Are there any changes to my QIS or ESP drug test collection orders?

A: Yes. Federal regulated drug tests orders must have the Federal testing authority selected. The QIS and ESP applications will display a drop down listing the Federal regulated testing authorities to make your selection easy. Additionally, an eCCF enabled site must be selected to properly complete an order.

Q: Do drug test specimen collection and form image quality improve with the eCCF?

A: Yes. Data shows that the collection quality has improved significantly for online, non-regulated collections when compared to collectors who use paper CCFs. Improvements include improved legibility as well as reduced fatal and recoverable flaws. We anticipate that collection and CCF image quality will improve similarly with the Federal eCCF.

Q: How is the shy bladder process improved with the eCCF?

A: eCCF collection software ensures that all needed information is obtained before the collection is complete and the donor is dismissed.

Q: Do I still need to provide a wet signature after completing the collection?

A: The electronic signature is sufficient unless the donor refuses to sign. A wet signature would then be required in such instances.

Q: Is the DOT foregoing the signature and printed name of the collector and not considering it a fatal flaw?

A: FormFox automatically prints the collector name on the CCF and forces the collector to sign the CCF, eliminating the fatal flaw.

Q: Can I upgrade from a non-regulated eCCF to a regulated eCCF?

A: No. NLCP guidelines do not allow for upgrading from non-regulated eCCF to regulated (DOT) eCCF. To ensure proper completion of drug tests, ONLY place regulated orders on regulated accounts.

Q: How do I know if I am being converted to eCCF?

A: All paper Custody and Control Forms will be converted to eCCF at eCCF enabled collection sites. The exception is if you use custom forms that are different from the standard form (e.g., forms with custom messages or pre-checked boxes such as drug test modality, etc.) or you have opted-out of drug testing using eCCF.

Q: If I have a paper CCF converted to eCCF, how do I find my drug test?

A: If you continue to use paper CCFs, they are automatically converted to electronic CCFs by our eCCF enabled collection sites. This conversion will generate a new Specimen ID that will be assigned to the drug test at the time of collection. [Use the Donor ID to track your paper CCFs](#) as this is the only information that will link your paper form to the converted eCCF. [See an example of an eCCF paper form insert.](#)

Q: How can I find CCF images using www.QuestDiagnostics-ccf.com?

A: The field previously called Sample ID field is now named **Specimen ID** on our imaging website. The Specimen ID field will search and return all CCF images online. Simply enter the multi-digit Specimen ID number in the field and click the Search button to display the digital CCF image. If you encounter an issue, an alternative search method is entering the Specimen ID in the External Specimen ID field.

Q: What if I do not want a drug test collection using eCCF? Can I opt out?

A: If you do not want your drug test collection to be performed using eCCF, notify us to flag your account as not being eCCF eligible and/or select a collection site(s) that is not eCCF enabled. Please contact your Account Manager or Sales Representative directly or call our National Customer Support Center at 1.866.912.1707.

Q: How do I change from using custom forms to eCCF?

A: You will need to work directly with Quest Diagnostics to change from your custom forms to eCCF. Contact your Account Manager or Sales Representative directly or call our National Customer Support Center at 1.866.912.1707.

Q: How is eCCF being delivered to the Medical Review Officer?

A: eCCF will follow the same MRO delivery process in place today. No action is required for a Medical Review Officer if he or she currently receives CCF images from Quest Diagnostics. In addition, an MRO will experience:

- Greater quality with clear, legible eCCF images
- Reliable delivery and elimination of waiting for faxed forms
- Improved MRO demographics because outdated information is replaced, as soon as we are notified and the account is updated, using eCCF – i.e., there are no old paper forms with outdated information to be used for a drug screen collection
- Increased time savings with an electronic, automated process

Q: Can I use eCCF for breath alcohol testing (BAT)?

A: No. Breath alcohol testing was not included in the scope of the [Final Rule](#) published by the DOT in April 2015. Clients should continue to use the CCF paper process for BAT.

Q: What benefits does the eCCF offer collection sites?

A: This electronic process provides collection sites with readable information by eliminating data entry and legibility errors associated with handwritten information on the form. A wizard at the collection site requires the collector to follow the protocol and perform all the necessary regulated drug testing requirements. Once the drug test collection is complete, paper copies will no longer need to be mailed to the MRO, reducing the shipping costs associated with paper CCFs (Copy-2 will always be available online).

Q: What equipment do collection sites need in order to perform eCCF collections?

A: eCCF enabled collection sites need a computer, Internet access, a printer, a signature pad, and a barcode scanner (or an iPad for both signature capture and barcode scanning).

Q: Is there specific eCCF training required for collection sites?

A: Yes. Collection sites are trained on the eCCF Wizard. PSC sites receive this training through QIS. Third-party sites can obtain the training through FormFox.

Q: How can a collection site sign up to use eCCF?

A: Contact the National Customer Support Center at 1.866.912.1707 or email ESCollections@QuestDiagnostics.com.

Q: Is there a fee associated with using the eCCF?

A: There is no additional cost for using the eCCF.

Q: How do I learn more about eCCF?

A: We offer several resources to assist you with your transition to eCCF

- Our [drug testing blog](#) features industry news and updates about eCCF
- Subscribe to our [Results newsletter](#) to stay informed about drug testing and eCCF
- Our website, EmployerSolutions.com/eCCF includes information about eCCF
- Clients can contact their Account Manager or Sales Representative directly or call our National Customer Support Center at 1.866.912.1707