

DRUG TESTING PROCEDURES

Drug Tests **cannot** be faxed or mailed

CSS – If here for drug test only, route to **Benefits**

CSS – If here for drug test & other Benefit business, route to **Benefits**

CSS – If here for drug test & other IM business, route to **IM**

CSS – If here for drug test & Benefits is busy & IM is not, route to **IM**

1. Look up customer case in CWW.
2. Ask customer which location they would like to use. There are four (4) locations:

Concentra – Madison East 4260 East Town Blvd., Madison 53704 Hours: M-F 8:00 AM - 5:00 PM 608-244-1213 <i>No appointment needed</i>	Concentra – Madison West 358 Junction Road, Madison 53717 (located in Junction Point buildings) Hours: M-F 8:00 AM - 5:00 PM 608-829-1888 <i>No appointment needed</i>
SSM Health - Madison East 1821 S. Stoughton Rd., Madison, WI 53716 Hours: M-F 8:00 AM - 5:00 PM Appointment REQUIRED - customer must call for an appointment: 608-252-8003	SSM Health - Madison West 752 N. High Point Rd., Madison, WI 53717 Hours: M-F 8:00 AM - 5:00 PM Appointment REQUIRED - customer must call for an appointment: 608-252-8003

3. Pull the respective **Chain of Custody** form
 - located in the cabinet behind the IM desk
4. Complete the **Drug Test Log for Applicants**
 - **Benefits Desk** – Complete the Drug Test Log for Applicants [spreadsheet](#)
 - **IM Desk** – Complete the Drug Test Log for Applicants paper log
5. Enter **case comments**. Issued Drug Test Specimen ID # (number on the Chain of Custody Form) to CUSTOMER NAME on CURRENT DATE.
6. Give **Drug Test** Form to customer

IMPORTANT REMINDERS:

- If a customer has received a passing drug test result within the last 30 days by another entity, such as a probation agent, drug counselor, or employer, they may use those results instead of taking another drug test. Ask customer to provide documentation of results.
- A valid government-issued photo ID is **required** at the drug testing site. The ID must be valid and physical. (no expired IDs or pictures of IDs)
- If the customer requests to go to either SSM Health locations, remind them to call for an appointment at 608-252-8003.