



SEC³URE – ClearStar Medical Information Services

Frequently Asked Questions

Can I expedite or rush my testing?

No, all testing is completed in the order they were received. If you need your results fast, please go for the collection as soon as possible.

Where are the testing services available?

There are over 2,000 testing sites all over the country (*ClearStar partners with both LabCorp and Quest Diagnostics to provide complete coverage*). You will be able to see what sites are near you, during the ordering process, but before you check out.

Do I need to provide my Social Security Number and birth date?

While your Social Security Number may be used, it is not required. You may use any number as long as you recognize it as a unique identifier (e.g., SEC³URE ID number), your date of birth and gender will be required from the different sites to order and process clinical testing.

Can I cancel and reschedule my testing?

The test cannot be cancelled but CAN be rescheduled. If the collection site chosen is no longer convenient, please contact ClearStar immediately at (321) 821-3383 or by email info@medicalreviewoffice.com for help locating another testing site.

How long do I have to take my drug test or titer test?

The test must be completed within **90 days** of purchase. If you do not complete the testing within 90 days, the purchase will expire and you will need to either purchase a new test or use an alternate method of fulfilling the credential requirements.

What do I need to take with me to the testing site?

Bring a government issued ID and the ClearStar **Authorization Form** printed from either the confirmation email, the *PDF attachment, or online registration.

What happens if I leave the testing site without providing a drug screen specimen?

If you arrive for your scheduled appointment, but leave the testing site before providing a specimen, it will be marked as a “*refusal*” from the lab. The corresponding credential will remain “**outstanding**” in SEC³URE.

Do I need to disclose my prescription medications when I submit my drug screen?

No, do not disclose prescription medications at the collection site. If the drug screen shows prescription medications, the ClearStar Medical Review Officers (MRO) will follow-up directly with you to ask questions and make notes in the test results. They are licensed medical doctors who have been trained specifically to scrutinize test results.

Any delay in responding to an MRO inquiry will delay the testing results.

Is a Medical Review Officer (MRO) used in the lab test process?

Yes. Medical Review Officers (MRO) are used in case there are questions and need to follow-up directly with you to ask questions. They are licensed medical doctors who have been trained by ClearStar to specifically to scrutinize test results.

Any delay in responding to an MRO inquiry will delay the testing results.

Will I need to upload and submit my test results to SEC³URE?

No. For your convenience, your SEC³URE credentials will automatically update showing either “**compliant**” or “**outstanding**” based on the test results. We value your confidentiality; therefore, detailed results will not be available through SEC³URE.

How will I get my detailed test results?

You will receive email notification from ClearStar that your ‘SEC³URE Community Compliance Update’ is ready. You may then log into the ClearStar portal to review your detailed test results. We value your confidentiality; therefore, detailed results will not be available through SEC³URE.

However, your SEC³URE profile will be automatically updated showing only “**compliant**” or “**outstanding**” based on the results. If you do not pass the tests, you will receive an email detailing your next steps so you may fulfill the credential requirements.

How long does it take to get back my test results?

Most test results are returned within three to four (3-4) business days.

What if I do not receive my test results after five (5) business days?

You may contact ClearStar’s Medical Review Office directly at (321) 821-3383 or by email info@medicalreviewoffice.com.

What should I do if I have questions about my detailed test results?

You may contact ClearStar’s Medical Review Office directly at (321) 821-3383 or by email info@medicalreviewoffice.com. Because we value your confidentiality; IntelliCentrics SEC³URE will know only if you are “**compliant**” or “**outstanding**” based on the test results.

What happens if I do not pass my test?

You can log into the ClearStar portal to review your detailed test results. If you do not pass the tests, the credential requirements will continue to show as “**outstanding**” through your SEC³URE account. You will receive an email detailing your next steps so you may fulfill the credential requirements. These will also show in your SEC³URE account > **Requirements** > **Message Log**.

Because we value your confidentiality; IntelliCentrics SEC³URE will know only if you are “**compliant**” or “**outstanding**” based on the test results.

Are specific drug test quantity levels reported to employers or facilities?

No. Federal regulations explicitly forbid reporting specific drug quantity levels found in drug tests.

Can over the counter medications produce *false positive* results?

In some cases, yes. However, ClearStar utilizes a two-step process wherein **Gas Chromatography / Mass Spectrometry** (GC/MS) testing is performed if the initial EMIT (*enzyme multiplied immunoassay technique*) testing comes back positive. The GC/MS screen is more thorough and will indicate if you have taken over-the-counter medications.

Why is the *10-panel drug screen* recommended?

The expanded 10-Panel includes many of prescription medications that are abused, such as Benzodiazepines and Barbiturates. We have chosen to offer only the 10-panel due to its effectiveness and as an industry best-practice. A medical doctor will conduct an interview with any donor who has a positive drug screen to ask about legitimate prescriptions as a reason for the positive test.

Is it possible to use an alternative 5-panel or 9-panel drug screen instead?

No. The 10-panel drug screen is thorough and includes many prescription medications that are abused, such as Benzodiazepines and Barbiturates. We have chosen to offer only the 10-panel due to its effectiveness and because it is the industry best-practice.

What will I need to provide for the 10-panel drug screen?

You will need to provide a urine sample for testing. This is the most common, cost effective, and comprehensive method of testing available. It is also the only Federally approved method of drug screening.

What is a drug screen detailed result of *negative dilute*?

A “*negative dilute*” simply means there was too much water in the urine specimen as indicated by high levels of creatinine. You may contact ClearStar directly with questions or concerns if your ClearStar detailed result shows a “*negative dilute*.” The corresponding SEC³URE credential will remain “**outstanding**.”

How is medical marijuana taken into consideration in drug screens?

Medical Review Officers will verify if a person possesses a medical marijuana card/prescription. However, the detailed drug screen will still show a positive result. Facilities, employers, etc. make their own policies and determinations concerning medical marijuana.

What if I happen to have been around *second-hand smoke*?

You will still be under the testing “*positive*” cutoff levels of the drug screen if you are merely exposed to second-hand marijuana smoke. The body does not absorb enough simply through second-hand smoke.

What if I’ve eaten a *poppy-seed muffin or bagel*?

The Federal standards for opioid cutoff levels were raised in recent years in response to the possibility of people simply eating poppy-seed muffins or bagels.

Do you have any additional questions?

ClearStar Medical Review Office:

☎ (321) 821-3383

✉ Email: info@medicalreviewoffice.com

IntelliCentrics SEC³URE U.S. Customer Service:

☎ Call us at (817) SEC3URE (732-3873)

✉ Email us at CustomerService.US@IntelliCentrics.com