



Eric J. Holcomb
Governor

Kristina M. Box, MD, FACOG
State Health Commissioner

January 25, 2020

Long-term care facility collection Kit Frequently Asked Questions

Q: Is the portal live?

A: Yes. The portal went live Sept. 3. To access the portal visit <https://warehouse.elangham.com>.

Q: Can more than one person register for an account per facility?

A; Yes.

Q: Is this a supplemental or mandatory program?

A: This is a supplemental program made available to hospitals, local health departments and long-term care facilities.

Q: My facility has its own courier service. Can we send them to Langham to pick up the supplies?

A: No. Langham is contracted with the state to store and ship supplies. The state is working toward a sustainable model that can support the statewide need for testing supplies. The delivery pricing is the maximum price that sites will be charged for delivery. The goal is to optimize the delivery system by stopping at multiple locations along a delivery route to reduce the delivery fees for the sites on that route.

Q: How much do I order?

A: To minimize your site's delivery fees, the recommendation is to forecast collection kit needs for the upcoming weeks versus relying on a "just in time" model.

Q: I put an order into the system today. How soon can I expect it for delivery?

A: To minimize delivery fees, Langham will put together a delivery schedule to stop at multiple locations along a delivery route. Expected delivery is within two weeks of an order being place.

Q: Is there a certain day of the week my facility needs to put an order into the system?

A: No. Langham will put together a delivery schedule to stop at multiple locations along a delivery route. Expected delivery is within two weeks of an order being placed.

To **promote**, **protect**, and **improve** the health and safety of all Hoosiers.



Q: What do I put in the “pick-up” section of the portal form?

A: Please search for Plainfield and select the Langham warehouse that is listed.

Q: What are the cost of the FEMA supplies?

A: The only cost associated with the FEMA supplies are the delivery fees.

Q: How do I put in an order in the Langham portal?

A: Orders can be created under “shipment” and then choose “create a new shipment”.

Q: How do I know how much to order?

A: Orders should be entered in eaches. The recommended order quantity is in the description of the item.

Q: The contact information for my site is incorrect. How do I fix it?

A: If contact information at your location is incorrect, you can override it and then please communicate to leeannlobue@elangham.com for updates to your record.

Q: What is the most that I can order of an item?

A: Each order is approved by the Department of Health, but guidance is to order enough for 2 weeks of testing and must be ordered in the increments listed on the item description

Q: How do I know the difference between a “pack” versus a “case” versus an “each”?

A: All orders should be placed in eaches that reflect the increments in the description of the item

Q: What can I do to help reduce the cost of my order?

A: Increase the quantity of FEMA requested items to make the delivery worth the price. The only limitation to what you request is the maximum quantity entered for each field—LTCs are no longer restricted to small quantities now that we have a larger inventory to provide.

There is a 'special instructions' section on the bottom of your online request form which you may request a delayed shipment to ensure that your request is bundled with multiple deliveries to reduce cost. Again, increasing the quantities of materials you are requesting should also aide in having sufficient supplies on hand while waiting for the bi-weekly delivery.

Please note: availability of supplies are subject to change based on current inventory. The state has established contracts with Alkali and Gentueri to receive collection kits monthly. The FEMA supplies vary in content and frequency.