LABCORP LINK™

Resolve Patient Issues

Easy-to-use tools to simplify your workflow Learn more at **labcorplink.com**

The **Resolve Patient Issues** feature provides the ability to electronically address patient billing issues related to a patient's age, gender and diagnosis codes. The Resolve Patient Issues function is only accessible by authorized users who can view open items and provide updated information.

How it works

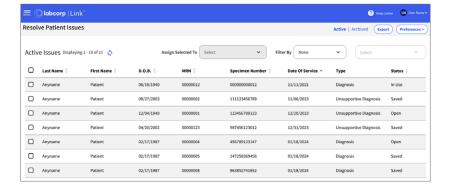
Resolve Patient Issues is accessible from the Link Dashboard and allows you to:

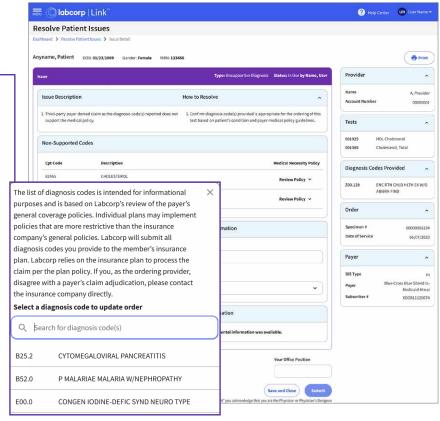
- View a list of items to be resolved
- Select an individual issue to view details
- Sort, filter and assign items based on your unique workflow
- Access archived issues (updates are archived for two years)
- Export the list of active issues to an Excel spreadsheet

From the Issue Detail page, you may:

- Review supportive diagnosis codes related to payer-specific medical necessity policy by clicking the Review Policy button (where available)
- Add diagnosis codes to a patient record using Review Policy or search all diagnosis codes
- Resequence and/or remove diagnosis codes
- Update patient's date of birth and/or gender on the Patient Demographics page
- Save changes to submit at a later time
- Submit updates directly to Labcorp
- Click links to health plan coverage policies (when available)

Note: To see more details, including Patient Demographics, Insurance, Responsible Party and Provider Information, navigate through the various tabs. These fields are not editable, but will be at a later date. Using the export spreadsheet feature, these fields can be reviewed in bulk.







If you require assistance for any patient billing issues, contact RCMLinkSupport@labcorp.com or 1-844-294-7359. For technical assistance, contact Labcorp Link Support at 1-877-442-3226.