

# Resolve Patient Issues

Easy-to-use tools to simplify your workflow  
Learn more at [labcorplink.com](http://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.

Active Issues	Displaying 1 - 10 of 11	Assign Selected To	Filter By				
<input type="checkbox"/>	Anyname Patient	06/15/1940	00000012	000000000012	11/11/2021	Diagnosis	In Use
<input type="checkbox"/>	Anyname Patient	09/27/2003	00000002	111123456789	11/06/2023	Unsupportive Diagnosis	Saved
<input type="checkbox"/>	Anyname Patient	12/04/1949	00000001	123456789123	12/20/2023	Unsupportive Diagnosis	Open
<input type="checkbox"/>	Anyname Patient	04/20/2002	00000123	987456123012	12/31/2023	Unsupportive Diagnosis	Saved
<input type="checkbox"/>	Anyname Patient	02/17/1987	00000004	456789123147	01/18/2024	Diagnosis	Open
<input type="checkbox"/>	Anyname Patient	02/17/1987	00000005	147258369456	01/18/2024	Diagnosis	Saved
<input type="checkbox"/>	Anyname Patient	02/17/1987	00000008	963852741852	01/18/2024	Diagnosis	Saved

**Issue Detail**  
Anyname, Patient | DOB: 01/23/2009 | Gender: Female | MRN: 123456

**Issue** | Types: Unsupportive Diagnosis | Status: In Use by Name, User

**Issue Description** | **How to Resolve**

1. Third-party payer denied claim as the diagnosis code(s) reported does not support the medical policy.  
1. Confirm diagnosis code(s) provided is appropriate for the ordering of this test based on patient's condition and payer medical policy guidelines.

**Non-Supported Codes**

Cpt Code	Description	Medical Necessity Policy
82855	CHOLESTEROL	Review Policy

**Select a diagnosis code to update order**

Search for diagnosis code(s)

B25.2	CYTOMEGALOVIRAL PANCREATITIS
B52.0	P MALARIAE MALARIA W/NEPHROPATHY
E00.0	CONGEN IODINE-DEFIC SYND NEURO TYPE

**Provider**  
Name: A, Provider  
Account Number: 00000001

**Tests**  
001925 HDL Cholesterol  
001065 Cholesterol, Total

**Diagnosis Codes Provided**  
Z00.129 ENC 6TH CHLD HLTH EX W/O ABNRM FIND

**Order**  
Specimen #: 0000001234  
Date of Service: 06/07/2023

**Payer**  
Bill Type: PI  
Payer: Blue Cross Blue Shield IL - Medicaid/Medicaid Minal  
Subscriber #: X05911120674

Your Office Position: [Field]  
[Save and Close] [Submit]

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

