

Experiencing paper trailer overload?

Save time with **Online Billing Trailers** from Quest Diagnostics

[QuestDiagnostics.com/etrailer](https://www.questdiagnostics.com/etrailer)

• Online Billing Trailers on **Quantum™ Lab Services Manager**

Many practices receive missing information requests—or trailers—from Quest Diagnostics weekly, or even daily, by mail or fax. Responding to each trailer manually can be time-consuming and disruptive to practice workflow.

Quest is now offering Online Billing Trailers, allowing you to easily view and respond to missing billing information electronically. Online Billing Trailers are available through Quantum™ Lab Services Manager .

With Online Billing Trailers, you can:

- Know sooner when a lab order is missing required information
- Resolve billing requests in real time so you can close out the order
- View all outstanding lab orders in 1 place
- Sort by category of missing information (e.g., ICD-10 codes, NPI#) or by ordering provider
- Submit the requested information electronically
- Confirm that the information you input will resolve the issue

The #1 cause of missing lab test ordering information?

Medicare Limited Coverage Policy (MLCP)-related errors.

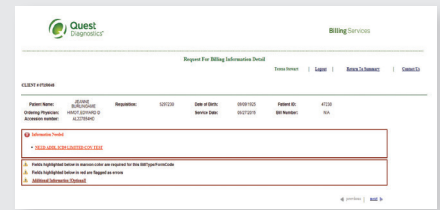
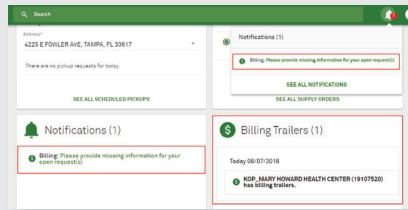
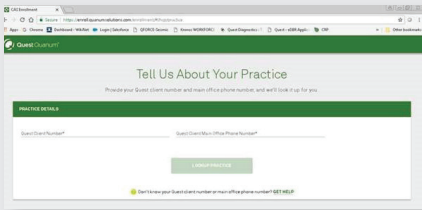
Medicare's "limited coverage" tests are considered medically necessary only if the patient has certain medical conditions, symptoms, or diseases. Medicare carriers determine medical necessity by considering the diagnosis information provided by the ordering physician. If a limited coverage test is not considered medically necessary by Medicare, the order must be accompanied by a signed, valid Advanced Beneficiary Notice (ABN). Prevent ordering errors and avoid disruptive missing information requests. **Visit [QuestDiagnostics.com/mlcp](https://www.questdiagnostics.com/mlcp) for support in understanding MLCP guidelines.**

Get started with Online Billing Trailers today.
Visit [QuestDiagnostics.com/etrailer](https://www.questdiagnostics.com/etrailer) for more information.



Avoid disruptions and simplify daily tasks with **Online Billing Trailers**

Lab order errors can be accessed and resolved easily through **Quantum™ Lab Services Manager**. **Here's how it works:**



- 1** Log in to Quantum Lab Services Manager
 1. Visit QuestDiagnostics.com/QuantumHCP.
 2. If you have a Quantum eLabs account (formerly Care360®), use your existing credentials; this is all you need to log in to the site.
 - If you were set up with a Care360 account that has expired, you can update your account by resetting your password on the main login page.
 3. If you don't have an account, create one by clicking on "Get Access Now."

- 2** The Online Billing Trailers application is now accessible via a link in Notifications, or on the Home page when trailers are available.

- 3** Once you are within Online Billing Trailers, the summary page features all orders requiring additional information. From here, you can identify which billing requirements are missing and submit the information to Quest.

For an in-depth, step-by-step video demo, please visit QuestDiagnostics.com/etrailer.

Online Billing Trailer services can help practices:

- Streamline workflow, with all missing information requests in 1 place
- Reduce paperwork and disruptions, with less faxing information back to Quest
- Minimize duplicated efforts, with identification of outstanding requests versus those that have already been addressed
- Prevent billing of patients for tests that aren't ordered correctly

Online Billing Trailers also make it easy for you to locate missing information.

Quickly search for ICD-10 codes with tools such as the Limited Coverage Policy (LCP) Lookup Tool (accessible in Quantum Lab Services Manager).



Turn off your paper trailers and get started with Online Billing Trailers. Visit QuestDiagnostics.com/etrailer for more information, or contact a Quest Diagnostics billing representative at **1.866.MYQUEST** (1.866.697.8378).

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