iLabBill® Account:

Online convenience. Great patient **satisfaction.**

iLabBill® Account is an integrated, web-based portal making communication between laboratories and its patients easier, promoting satisfaction, increasing workflow efficiency, and improving time to collection. iLabBill Account is easy to implement with TELCOR RCM and can significantly improve efficiency and positively impact profitability.

With iLabBill, patients can conveniently go online to see their account of services performed and securely pay the associated balances with a credit card. This product helps labs provide the online payment option patients desire.

All activity on the portal is synced real-time with the TELCOR RCM application and vice versa resulting in virtually no lag time or discrepancy between what RCM users see and what patients see. Portal activity is completely audited and allows easy review and management of portal usage. The portal is customizable allowing patients to see your logo, color schemes and naming conventions.

Patient Tools

- Review and print history of charges, payments and adjustments from payer and patient.
- Pay online by credit card with optional payment discounting for prompt pay.
- Review payment history or patient-specific messages.
- Review bills online.
- Update mailing address and insurance information.
- Elect to receive statements and account letters by email.

iLabBill Benefits

- Expand patient services.
- Improve patient satisfaction.
- Provide convenience for patients.
- Reduce time spent manually processing payments.
- Extend brand identity.
- Significantly improve collections from patients.

Lab Tools

- Choose colors and logos to best fit your brand identity.
- Easily link patients to the login screen directly from your website.
- Define and customize the HIPAA-compliant login and security parameters required to access iLabBill.
- Use informational pages to provide additional guidance to patients, such as information on how to read a statement, how to pay by mail, how to apply for a hardship appeal, etc.
- Configure which credit cards to accept and which credit card authorization gateway to use.
- Automatically post credit card payments, eliminating manual posting.
- Use the Remittance Workqueue to view all payments posted via iLabBill.