

# iLabBill® Client: Streamlining Collections

## Online convenience. Great client satisfaction.

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

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 clients see. Portal activity is completely audited and allows for easy review and management of portal usage. The portal is customizable allowing clients to see your logo, color schemes, and naming conventions.

### Client Tools

- Update requests for missing diagnosis, missing patient address, or missing insurance information.
- Enter census or hospice coverage information.
- Enter capitated covered lives.
- Review and print invoice detail history.
- Pay online with credit card or ACH.
- Review payment history.
- Review global messages or client specific messages.
- Create, update, and deactivate client portal users.
- See fee schedule for laboratory tests.
- Option to see PDF of client specific documents, e.g., missing information requests, census requests.
- Easy view of laboratory representative information.

### iLabBill Client Benefits

- Expand client services.
- Improve client satisfaction.
- Provide convenience for clients.
- Reduce time spent manually processing payments, missing information, and census requests.
- Extend brand identity.

### Lab Tools

- Choose colors and logos to best fit your brand identity.
- Post a link on your website to easily direct clients to the login screen.
- Define and customize the HIPAA-compliant login and security parameters required to access iLabBill.
- Use informational pages to provide additional guidance to clients.
- Configure which credit cards to accept and which credit card authorization gateway to use.
- Define global messages or client-specific messages.
- Automatically post payments, with auditing and review.

