

Resolving billing trailers online

If you receive a notification that missing billing information is required for 1 or more of your client accounts, you can access the *Billing Trailers* page within Quantum Lab Services Manager to resolve those trailers.

You are informed of missing billing information in several ways:

- The *Notifications* module on the *Home* page and the notifications icon (🔔) in the navigation bar display a general message requesting that you provide missing billing information.
- A *Billing Trailers* module appears on the *Home* page, displaying 1 or more messages indicating that specific client account(s) have open billing trailers. (This module does not appear if you have no open billing trailers.)

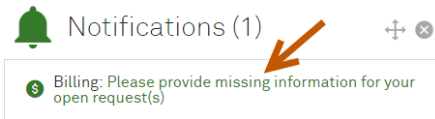
Clicking any of the billing trailer messages opens the *Billing Trailers* page. You can also directly access the *Billing Trailers* page by clicking *Billing* in the left navigation pane, and then clicking *Billing Trailers*.

Notes:

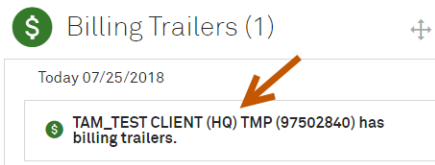
- The billing services are only available during certain hours. You will be notified if they are not currently available, and the *Billing Trailers* functionality will not be accessible during that time.
- For more information, refer to the online help.

Access your billing trailers

- 1 Log into [Quantum Lab Services Manager](#).
- 2 In the left navigation pane, click *Home*.
- 3 Do one of the following:
 - In the *Notifications* module, click the message requesting that you provide missing billing information.



- In the *Billing Trailers* module, click a client-specific billing trailers message.



- To access the *Billing Trailers* page directly, click *Billing* in the left navigation pane, and then click *Billing Trailers*.

The *Billing Trailers* page appears, listing the client accounts that have open trailers, including the number of open trailers available for each. (If you click a client-specific link, only the selected client account is shown.)

Note: To view the trailers that have been recently resolved, click the *Resolved Trailers* tab.

- 4 To narrow the list of client accounts shown (if more than one is available), click one or more client accounts in the *Client* list.
- 5 To narrow the list of open trailers shown for a client account (based on the trailer content), type a search value in the *Search* field and press Enter.
- 6 Continue with “[Resolve your billing trailers.](#)”

Resolve your billing trailers

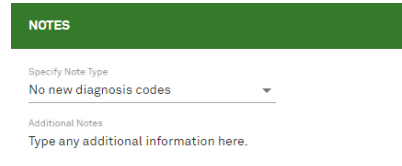
- 1 To view the open trailers for a client, click the client account.
- 2 To open a trailer, click the desired trailer.

The trailer opens and displays the trailer details, as well as the *Ordering Provider Information*, *Responsible Party Information*, *Diagnosis and Service Information*, and *Notes* sections.

- 3 Review the trailer to locate the field(s) with missing or incomplete information, indicated with a message at the top of the page and in the corresponding section. In most cases, the specific field is also highlighted in red.
- 4 For each issue, provide the missing information or correct the error. For specific information on resolving common issues, see “[Resolving common issues.](#)”

Note: To contact Quest Diagnostics with any questions about a billing trailer, click 🗨 at the top right of the page and select *Contact Us*.

- 5 Before submitting any updates, you can also provide additional information (for example, why no updates could be made). To do so, click the desired note type in the *Notes* section and type any additional notes as needed.



- 6 To save the completed trailer, click *Submit*.
- 7 Do one of the following:
 - **To resolve any additional billing trailers**, click < PREVIOUS or NEXT > at the top of the page to scroll through all open trailers for the currently selected client(s).

Caution! If you access another trailer before clicking *Submit*, any changes to the current trailer are **not** saved.

 - **To close the current trailer and return to *Billing Trailers* page**, click *Return to Summary*.

Resolving common issues

Ordering Physician Information section

- **Enroll NPI in PECOS or Provide Correct Ord Phy NPI.** Correct the NPI if incorrect, or go to [PECOS.CMS.HHS.gov](https://pecos.cms.hhs.gov) to register the ordering physician.

Diagnosis Information section

- **Need Addl. ICD10 Limited Cov Test.** Do the following:
 - a Locate the code flagged with a “Y” in the *LCP Flag* column.
 - b Locate any additional diagnosis information that is in the patient’s chart for this entry.
 - c In the *Search* field, search for and click the diagnosis code.
 - d Click *Validate MLCP*.

If successful, the code is added, the *LCP Flag* is changed to “N”, and the message “MLCP Successfully Validated” appears.

Notes:

- If your diagnosis search returns no results, the *Add Written Diagnosis* button appears. Click the button to add your search value as a written diagnosis.
- If no additional diagnosis information is available and/or an added diagnosis code does not change the *LCP Flag* to “N”, click an option in the *Notes* section.

For help, contact the Help Desk at 1.800.697.9302

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