

Client billing portal (TELCOR)

User guide

May 2023

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Getting started

The client billing portal is a web-based application that allows access to the following:

- Manage user services, includes password and payment profile
- View daily or weekly charge notifications
- View and pay invoices
- Census reporting

Client billing portal information

To locate information on the portal, navigate to the Lab billing page on the Allina Health Laboratory website and look for the Client portal tab. The following information can be found:

- This guide, which contains instructions on how to use the portal
- A link to the client portal
- User request form

Helpful tips

- Documents sent by the TELCOR system will be password protected.
- Add AHLOutreachTELCOR@allina.com to your safe sender list.
- Please use your client/customer code to open the document.
- Invoices and notifications that are emailed are also accessible on the portal.
- The expectation is that the portal is viewed monthly to ensure accuracy of all charges billed and to submit timely payments.

Logging into the client billing portal

To log in to the portal, follow these steps:

1. Click on the link below or enter the URL into the internet browser or access from the Allina Health Laboratory Billing webpage.

<https://allinahealth-client.ilabbill.com/Login>

The screenshot shows the login interface for the Allina Health Client Portal. At the top left is the Allina Health logo, which consists of the words "Allina Health" in blue and green, followed by a stylized green icon of three people. To the right of the logo is the text "Client Portal". Below this, on the right side, is a "Login" section. It contains two input fields: "User Name:*" and "Password:*". Below these fields is a "Login" button. The entire login section is enclosed in a thin black border.


2. Enter User Name and password in the designated fields and click 'Login'.

Home page

Upon successful login, the home page will be displayed. The following options are available:

Note: access granted is based on the information received on user request form.

- Home
- Pay Online
- Invoice History
- Notification History
- Payment History
- Documents
- Census Update
- Information

 Client Portal

Home | Pay Online | Invoice History | Notification History | Payment History | Price Inquiry | Update Request for Information | Documents | Census Update | Capitated Covered Lives | Hospice Coverage Entry | Information

Welcome to the Client Portal!

This portal allows you to access your invoices and payment history.

For your convenience you can also make online payments via secured credit card processing.

We accept Visa, MasterCard, American Express, and Discover.

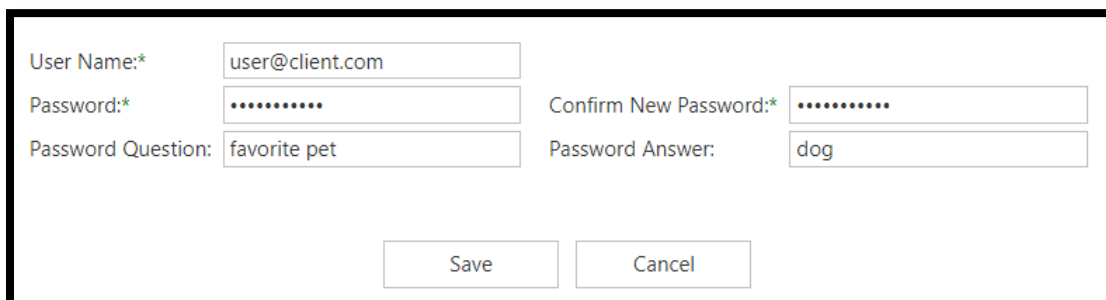
Changing your password

When logging in to the client billing portal for the first time, you will need to change your password. To change your password, follow these steps:

1. Under 'Home,' go to the 'User Services' drop-down tab and select 'Change Password'.



2. Highlight existing Password and Confirm New Password fields and delete. Enter new password and confirm new password. *Passwords must be at least 8 characters in length, contain at least one number, one lowercase letter, one uppercase letter, and one special character.*

A screenshot of the password change form. It contains four input fields: 'User Name:*' with the value 'user@client.com', 'Password:*' with masked characters, 'Confirm New Password:*' with masked characters, and 'Password Question:' with the value 'favorite pet'. Below the 'Password Question' field is a 'Password Answer:' field with the value 'dog'. At the bottom are 'Save' and 'Cancel' buttons.

3. Click Save. Your password has been changed successfully.



Reviewing invoices

Invoices are available on the portal in both an Excel and PDF format.

EXCEL FORMAT

First tab – invoice details

A	B	1 C	2 D	E	3 F	4 G	H	I	J	K	L
Client Code	Client Name	Billing Date	Invoice#	Revised	Total Balance Due	Current	31 to 60 Days	61 to 90 Days	91 to 120 Days	> 120 Days	
XABC	CLIENT NAME	12/31/2022	000111	N	\$950.0	\$0.00	\$700.0	\$50.00	\$100.00	\$100.00	



CLIENT NAME
CLIENT ADDRESS
City, State Zip

1 INVOICE# LAB 000111		2 CLIENT XABC	
CREDIT CARD USING FOR PAYMENT			
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> DISCOVER <input type="checkbox"/> AMERICAN EXPRESS			
CREDIT CARD NUMBER:		CARD EXPIRATION DATE	CARD SECURITY CODE
SIGNATURE		BILLING ZIP CODE	
INVOICE DATE	3 12/31/2022	PAY THIS AMOUNT	4 \$100.00
		DUE DATE	5 01/30/2023
PLEASE REMIT WITHIN 30 DAYS		ENTER AMOUNT PAID \$	

7 MAKE CHECK PAYABLE TO:
ALLINA HEALTH LABORATORY
PO BOX 77008
MINNEAPOLIS, MN 55480-7708

DETACH AND RETURN TOP PORTION OF INVOICE WITH YOUR PAYMENT - RETAIN BOTTOM PORTION FOR YOUR RECORDS

8 INVOICE HISTORY

DATE	INVOICE	CHARGES	REFUNDS	PAYMENTS	ADJUSTMENTS	BALANCE
12/31/2022	000111	\$5.00	\$0.00	Unapplied:	\$0.00	\$5.00
11/30/2022	000110	\$75.00	\$0.00	\$0.00	\$0.00	\$75.00
10/31/2022	000109	\$10.00	\$0.00	\$0.00	\$0.00	\$10.00
09/30/2022	000108	\$100.00	\$0.00	\$10.00	\$80.00	\$10.00
08/31/2022	000107	\$100.00	\$0.00	\$100.00	\$0.00	\$0.00
4B BALANCE						\$100.00

9 MESSAGES

For accounting purposes, please include LAB and the invoice number on your payment.

Thank you for your business! Please remit payment within 30 days.

- 1 – **Invoice:** Invoice number
- 2 – **Client:** Client code
- 3 – **Invoice Date:** End of month billing cycle
- 4A – **Pay this Amount:** Accumulative total amount due on account (*this may not be the balance due for current month*)
- 4B – **Balance:** Accumulative total amount due on account (*this may not be the balance due for current month*)
- 5 – **Due Date:** Payment due date
- 6 – **Account information:** Client name and address
- 7 – **Remit payment information:** Name and address to send payment made by check
- 8 – **Invoice History:** Lists history of invoices, adjustments, and payments.
 - Top row is the current invoice information. ***This is the current invoice balance due.***
 - Clients should monitor their account for aging balances and follow up with their Account Representative or Lab Billing as needed.
- 9 – **Messages**

Page 2

**Note, the format of these pages may vary by account.*

- Clients who receive weekly charge notifications will have the notification summaries posted here.
- Adjustments and payment information will also be posted on the detail pages.
- Amounts posted in parentheses () have been either credited to your account or adjusted from your account.
- Clients should reconcile their monthly invoices with submitted insurance adjustment forms.
- Clients should contact their Account Representative immediately with any questions or concerns.

DETAIL FOR CURRENT INVOICE

LAB# 1	PROCEDURE	DATE 2	PATIENT 3	DESCRIPTION 4	5 AMOUNT
RQ12345	308415300	10/20/2022	Patient, Mickey Mouse 02/08/1945 ID: 000	PSA TOTAL (DIAGNOSTIC), 84153	\$1.00
RQ12345	308502500	11/02/2022	Patient, Mickey Mouse 02/08/1945 ID: 000	CBC WITH DIFF, 85025	\$1.00
RQ12345	308413200	11/02/2022	Patient, Mickey Mouse 02/08/1945 ID: 000	POTASSIUM, 84132	\$1.00
RQ12488	308614000	11/02/2022	Patient, Donal Duck 01/01/1965 ID: 001	C-REACTIVE PROTEIN, 86140	\$1.00
RQ00589	308256500	11/02/2022	Patient, Minnie Mouse 10/01/1940 ID: 002	CREATININE, 82565	\$1.00
					Client Bill Subtotal 6 \$5.00
					BALANCE FORWARD 7 \$95.00
					TOTAL BALANCE DUE 8 \$100.00

1 – **Lab#:** Accession number/RQ number

2 – **DATE:** Date of service

3 – **Patient:** Patient name, date of birth, ID number

4 – **Description:** Description/test name

5 – **Amount:** Amount billed for test

6 – **Client Bill Subtotal:** Total amount of charges for current month **(this is the amount due for current invoice)**

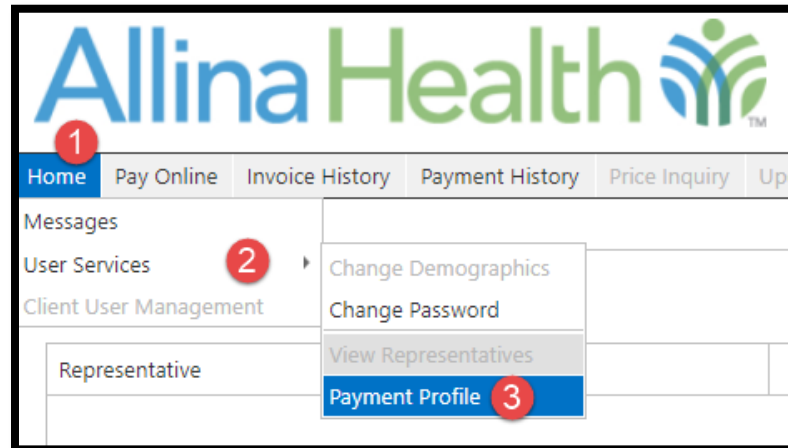
7 – **Balance forward:** Sum of previously posted invoices in which payment has not been posted

8 – **Total Balance Due:** Accumulative total amount due on account

Create or edit payment profile

Users can create a Payment Profile to streamline the process of making credit card or ACH payments online by saving cardholder or bank account information so your users do not need to enter this information each time a payment is made. *Credit card type, number, expiration date, and security code information cannot be saved to a payment profile because it is sensitive information and must be entered each time a payment is made via credit card.*

1. Under 'Home,' go to the 'User Services' drop-down tab and select 'Payment Profile.'



2. For credit card payments, select 'Credit Card' from the Payment Method drop down, edit or enter 'Account Holder' information in the window displayed, and click 'Approve' or click 'Cancel' to go back.

The screenshot shows the 'Account Holder' form. The 'Payment Method' dropdown is set to 'Credit Card'. The form contains fields for First Name, Last Name, Company Name, Address, City, State / Province, Zip, Country, Phone, and E-mail. The 'Approve' button is circled in red.

3. For ACH Payments, select 'ACH' from the Payment Method drop down, edit or enter 'Account Holder' and bank account information in the window displayed, and then click 'Approve' or click 'Cancel' to go back.

The screenshot shows a web form titled "Account Holder". At the top, "Payment Method:" is set to "ACH". The form contains several input fields for personal and company information, including First Name, Last Name, Company Name, Address, City, State/Province, Zip, Country, Phone, and E-mail. Below these, there are fields for Bank, Bank Routing Number, and Bank Account Number, along with radio buttons for "Personal Account", "Business Account", "Checking Account", and "Savings Account". At the bottom, there are "Confirm Bank Routing Number" and "Confirm Account Number" fields. The "Approved" section shows a signature line with "By:" and "On:" fields, with the date and time "08/27/2021 16:58" displayed. At the very bottom, there are three buttons: "Approve" (circled in red), "Submit", and "Cancel".

Payment Method:	ACH		
First Name:	test	Last Name:	test
Company Name:	test	Address:	test
City:	test	State / Province:	MN
Zip:	55407	Country:	USA
Phone:	(000) 000-0000	E-mail:	test@allina.com
Bank:			
<input checked="" type="radio"/> Personal Account		<input checked="" type="radio"/> Checking Account	
<input type="radio"/> Business Account		<input type="radio"/> Savings Account	
Bank Routing Number:		Confirm Bank Routing Number:	
Bank Account Number:		Confirm Account Number:	
Approved			
By:		On:	08/27/2021 16:58
<div>Approve Submit Cancel</div>			

4. For both credit card and ACH Payments, select 'Either' from the Payment Method drop down, edit or enter 'Account Holder' and bank account information in the window displayed, and then click 'Approve' or click 'Cancel' to go back.

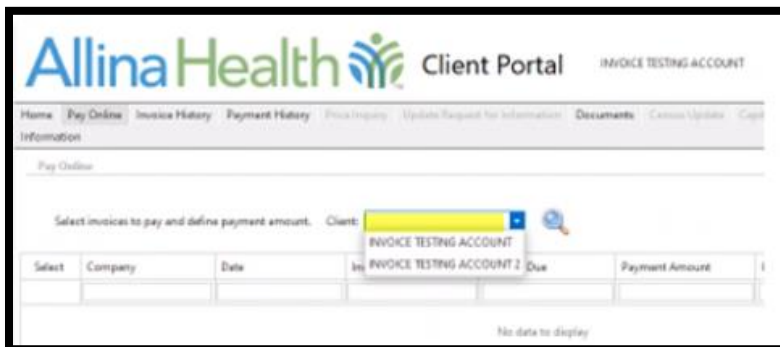
Pay online


To pay online via credit card or ACH:

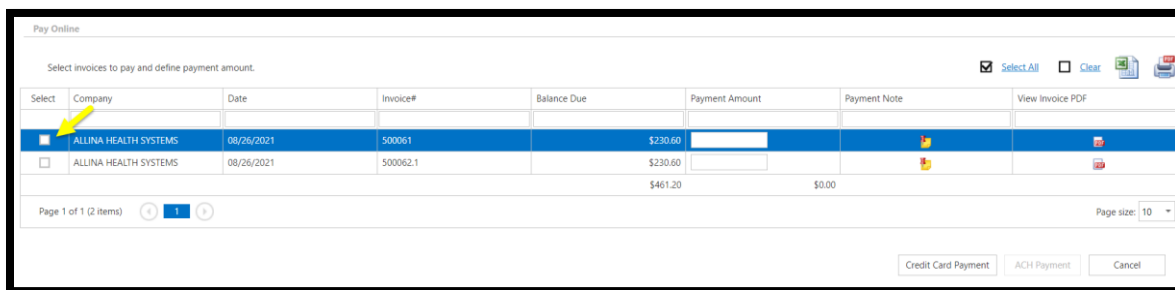
1. Click on the tab 'Pay Online'.



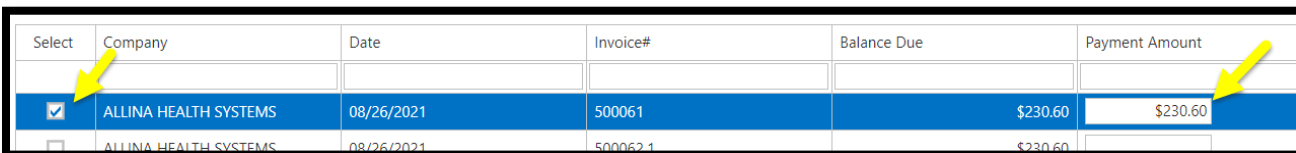
2. If users have access to more than one account, use the dropdown menu for the Client field to select the account to which payment will be applied. Click the magnifying glass to confirm selection.




3. Click on the  icon to review the invoice.
4. Select one or more invoices to pay by marking the box in the 'Select' column next to each invoice to be paid.



5. The 'Payment Amount' field automatically displays the current balance due on the invoice, but this amount may be changed by entering the dollar amount of the payment.



- Notes can be added for your reference. Notes are not submitted with the payment and are not viewable by Allina Health staff. To add a note, click on the  icon and enter the note. Click OK to save and proceed.

Invoice# 500061






Testing

OK

Cancel

To pay online via credit card:

- Click the 'Credit Card Payment' button at the bottom of the page. The dollar amount at the bottom of the page below the 'Payment Amount' column displays the total dollar amount being charged to the credit card.

Payment Amount	Payment Note	View Invoice PDF
\$230.60 		
		
\$230.60		

Page size: 10

Credit Card Payment

ACH Payment

Cancel

- Below the list of invoices, two totals will be listed. The 'Balance Due' is the total due for all invoices and the 'Payment Amount' is the total payment for all invoice(s) selected for payment.

Select	Company	Date	Invoice#	Balance Due	Payment Amount	Pa
<input type="checkbox"/>	ALLINA HEALTH SYSTEMS	08/26/2021	500061	\$230.60		
<input checked="" type="checkbox"/>	ALLINA HEALTH SYSTEMS	08/26/2021	500062.1	\$230.60	\$230.60	
				\$461.20	\$230.60	

Page 1 of 1 (2 items)

total amount owed

Total amount selected to pay

3. Complete all fields as indicated in the cardholder information window and click 'Submit'.

Cardholder Information

First Name:*

Required

Last Name:*

Required

Company Name:*

Required

Address:*

Required

City:*

Required

State / Province:*

Required

Zip:*

Required

Phone:

(000) 000-0000

E-mail:

Submit

Cancel

Note: If a credit card payment profile already exists, the information in this window will be pre-populated. Please see page 16 on how to create or edit a payment profile. Credit card information will not be saved and will need to be entered each time.

4. Confirm and authorize the amount by clicking 'Pay' to the authorization message or click 'Cancel' to go back.

Company	Payment Amount	Status	Select
ALLINA HEALTH SYSTEMS	\$1.00		<div>Pay</div>


Cancel

Authorize.Net

PREFERRED RESELLER

5. Enter in the payment information and click 'Pay' to process the credit card payment or click 'Close' to go back.

Payment Information

 Card Number *

Exp. Date * Card Code

Billing Address

First Name * Test Last Name * Test

Billing Country * USA Zip * 55407

Street Address * test City * test

State * MN Phone Number

Pay Cancel

Close

6. A confirmation window will be displayed confirming the payment. Click 'Close' to continue. If the 'Transaction Complete' message is not displayed, there may be an issue with the credit card or the website payment function itself. Please try the credit card again and verify credit card information entered is correct or try another credit card.



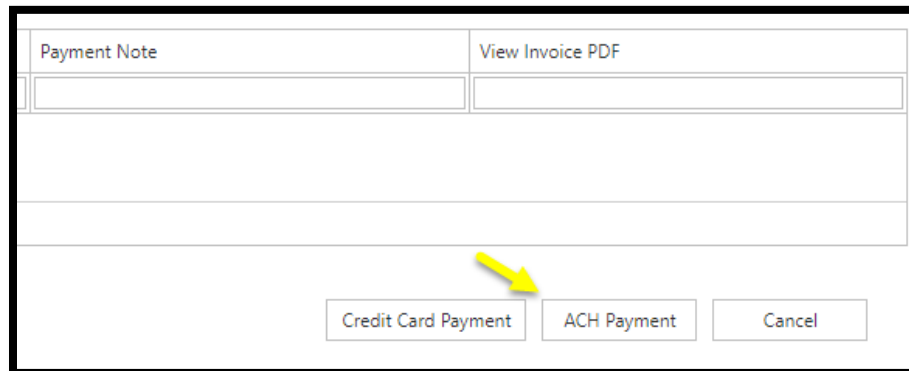
7. A window providing the status of payment and an authorization code will be displayed. Click 'Close' to continue.

Company	Payment Amount	Status	Authorization Code
Outreach Lab	\$1.00	Approved	0

Close

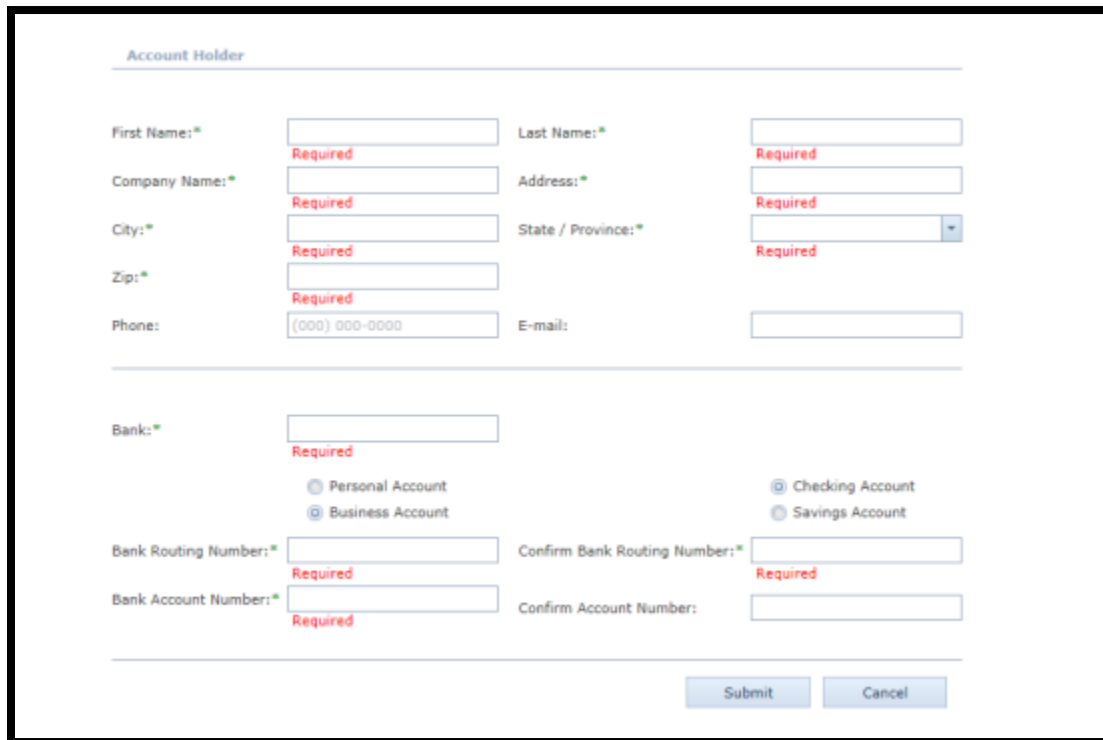
To pay online via ACH:

1. Click the 'ACH Payment' button at the bottom of the page. The dollar amount at the bottom of the page below the 'Payment Amount' column displays the total dollar amount being debited from the bank account provided or displayed if an ACH payment profile already exists. Please see page 16 on how to create or edit a payment profile.



The screenshot shows a payment interface. At the top, there are two input fields: 'Payment Note' and 'View Invoice PDF'. Below these are three buttons: 'Credit Card Payment', 'ACH Payment', and 'Cancel'. A yellow arrow points to the 'ACH Payment' button.

2. If an ACH payment profile does not already exist, the below window will come up for you to enter and submit your demographic and bank account information so that the ACH payment can be processed.



The screenshot shows the 'Account Holder' form. It contains the following fields and options:

- First Name:** Required (text input)
- Last Name:** Required (text input)
- Company Name:** Required (text input)
- Address:** Required (text input)
- City:** Required (text input)
- State / Province:** Required (dropdown menu)
- Zip:** Required (text input)
- Phone:** (000) 000-0000 (text input)
- E-mail:** (text input)
- Bank:** Required (text input)
- Account Type:** Radio buttons for Personal Account, Business Account, Checking Account, and Savings Account.
- Bank Routing Number:** Required (text input)
- Confirm Bank Routing Number:** Required (text input)
- Bank Account Number:** Required (text input)
- Confirm Account Number:** (text input)

At the bottom right, there are 'Submit' and 'Cancel' buttons.

3. If an ACH payment profile already exists or if you entered in your demographic and banking information in the previous screen, click 'Schedule Payment' in the window below to continue processing the payment, or click 'Cancel' to go back.

Company	Payment Amount	Status
TELCOR	\$1.00	

By clicking 'Schedule Payment' you authorize the payment of \$1.00 from Account *****9999. The funds will be withdrawn as an ACH debit from your bank account. The withdrawal from your account will generally occur within 2 to 3 business days of payment.

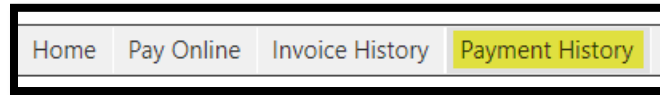
4. You will then see a window providing you with a status. Click 'Close' to continue. If you see anything other than a status of 'Approved', there may be an issue with the ACH payment information provided or with the website payment function itself. Please verify ACH information entered is correct and try the payment again.

Company	Payment Amount	Status
TELCOR	\$1.00	Approved

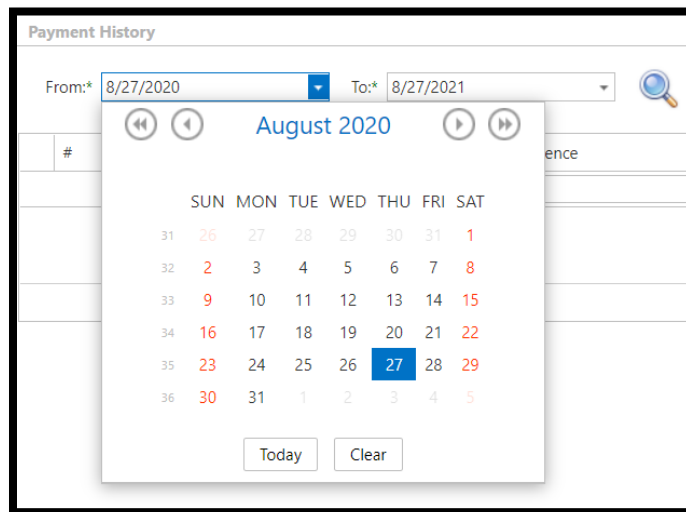
Review payment history


Past payments can be viewed under the 'Payment History' tab.

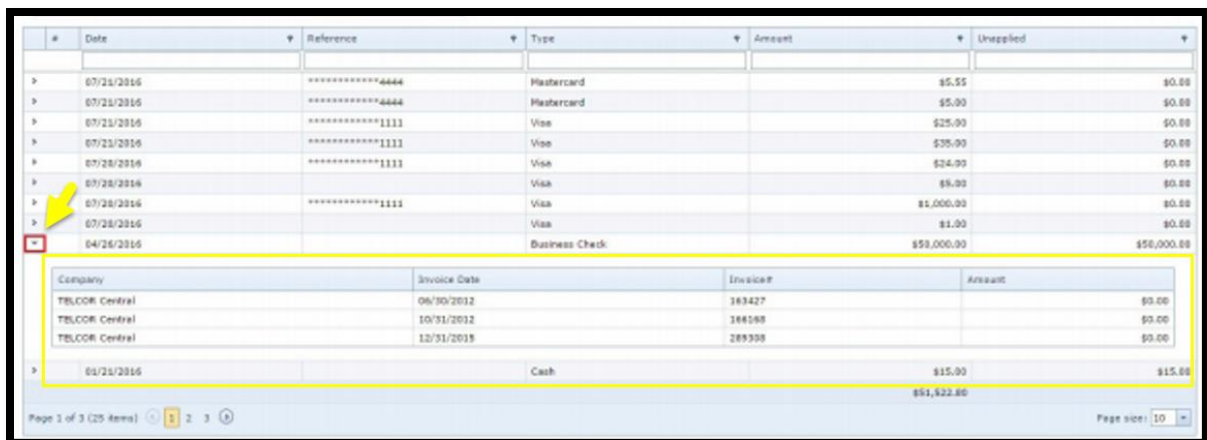
1. Click on the 'Payment History' tab.



2. A complete list of payments made will be displayed.
3. Searches may be edited or narrowed by changing the 'From' and 'To' date. These fields can be populated by a calendar view to select dates or dates can be manually typed in.



4. Once the dates are selected, click the  icon.
5. Payment allocation details on invoices can be viewed by clicking on the arrow on the left of any payment row in the search.



#	Date	Reference	Type	Amount	Unapplied
>	07/21/2016	*****6444	Mastercard	\$5.55	\$0.00
>	07/21/2016	*****6444	Mastercard	\$5.00	\$0.00
>	07/21/2016	*****1111	Visa	\$25.00	\$0.00
>	07/21/2016	*****1111	Visa	\$35.00	\$0.00
>	07/28/2016	*****1111	Visa	\$24.00	\$0.00
>	07/28/2016	*****1111	Visa	\$8.00	\$0.00
>	07/28/2016	*****1111	Visa	\$1,000.00	\$0.00
>	07/28/2016	*****1111	Visa	\$1.00	\$0.00
>	04/26/2016		Business Check	\$50,000.00	\$50,000.00
Company		Invoice Date	Invoice#	Amount	
TBLCOR Central		06/30/2012	163427	\$0.00	
TBLCOR Central		10/31/2012	166168	\$0.00	
TBLCOR Central		12/31/2015	289308	\$0.00	
>	02/21/2016		Cash	\$15.00	\$15.00
				\$51,522.00	

Page 1 of 3 (25 items) 1 2 3 Page size: 10

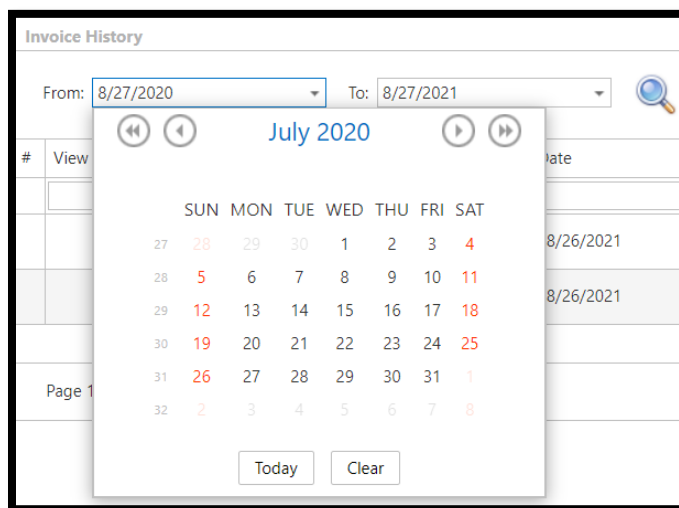
Review invoice history


Past invoices can be found under the 'Invoice History' tab. Invoices are available in the portal in both excel and PDF formats.

1. Click on the 'Invoice History' tab.




2. A list of invoices for a rolling 12-month period will be displayed.
3. Searches may be edited or narrowed by changing the 'From' and 'To' date. These fields can be populated by a calendar view to select dates or dates can be manually typed in.









4. Once the dates are chosen, click the  icon.
5. A summary of activity against each invoice will be displayed.

From: 7/6/2020

To: 8/27/2021



#	View Detail	View Invoice PDF	Company	Date	Invoice#	Status	Charges	Adjustments	Payments	Refunds	Balance Due
			ALLINA HEALTH SYSTEMS	08/26/2021	500062.1	In Process	\$230.60		\$0.00	\$0.00	\$230.60
			ALLINA HEALTH SYSTEMS	08/26/2021	500061	In Process	\$230.60		\$0.00	\$0.00	\$230.60
							\$461.20		\$0.00	\$0.00	\$461.20


Page 1 of 1 (2 items)

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1

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Page size: 10

6. To see the details of an invoice, click on the  under the 'View Detail' column that corresponds to the invoice row to be reviewed.
7. A window will pop up with the invoice details, displaying any Charges, Payments, and Adjustments.

Invoice Detail

Invoice Date: 08/26/2021

Invoice#: 500062.1

Balance Due: \$230.60


Charges

Service Date	Patient#	Patient	Qty	Procedure Identifier	Description	Price	Amount
08/26/2021		TEST, LABCORP	1	308351629	21-HYDROXYLASE ANTIBODIES	\$40.00	\$40.00
08/26/2021		TEST, LIPID	1	308006100	LIPID PANEL	\$16.60	\$16.60
08/26/2021		TEST, MULTIPLE	1	308502500	CBC WITH DIFF	\$6.60	\$6.60
08/26/2021		TEST, MULTIPLE 0	1	308413200	POTASSIUM	\$7.40	\$7.40
08/26/2021		TEST, MULTIPLE 0	1	308020300	ZONISAMIDE (ZONEGRAN)	\$35.00	\$35.00
08/26/2021		TEST, SENDOUT	1	19030026	14.3.3 ETA, RHEUMATOID ARTHRITIS	\$125.00	\$125.00

Page 1 of 1 (6 items)

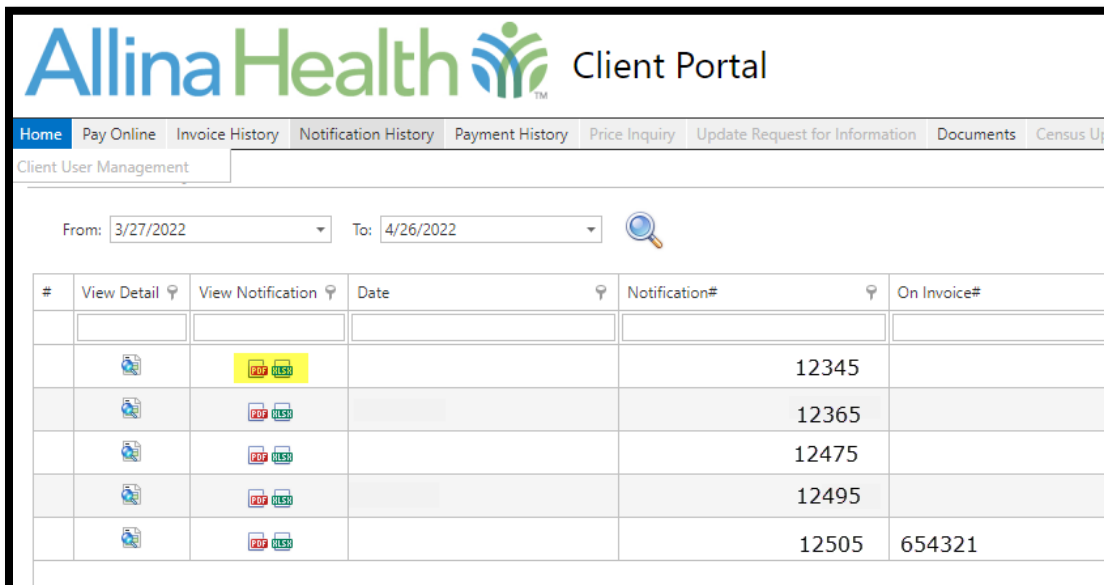
1











Page size: 10

8. Invoices can be reviewed as a pdf by clicking on the  icon under the 'View Invoice PDF' column that corresponds to the invoice row to be reviewed.

Notification history

Clients set up with daily or weekly charge notifications can view previously posted notifications here. Notifications are available in both excel and PDF formats in the portal.

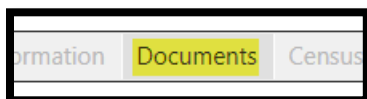


#	View Detail	View Notification	Date	Notification#	On Invoice#
				12345	
				12365	
				12475	
				12495	
				12505	654321

Documents

Clients have the functionality to view and print documents that have been posted to the portal.

1. Click on the 'Documents' tab.



2. Identify any new documents and review them by clicking on the hyperlink for the item to be viewed.

Census Update

Clients set up for census reporting must update the billing direction for each order.

- New orders that come in will be sent to the portal and create a patient report that needs to be reviewed/processed by the client.
- Under financial class, choose if charges should be billed to Medicare Part A/Client or Insurance bill.
 - If a user has access to multiple accounts, you will need to select the appropriate account to view the patient list and select the appropriate bill type.
- After the financial class has been selected, click save.
**Note, once the save button has been clicked, it will remove the patient(s) from the list, and they will no longer be available to edit. You may update one patient at a time or choose to update multiple and then save.*

Allina Health Client Portal

XXXX - Client Account Name Welcome [Log Out]

Home Pay Online Invoice History Notification History Payment History Price Inquiry Update Request for Information Documents **Census Update** Capitated Covered Lives Hospice Coverage Entry Information

Census Update

For each entry define if patient is to be classified as Bill Insurance or Medicare Part A/Client Bill

#	Census#	Service Date	Service Time	Patient Name	DOB	Identifier	Financial Class
		7 07/26/2022	00:00	Test, Patient One	09/02/2004		BILL INSURANCE
		7 07/19/2022	00:00	Test, Patient Two	09/21/2006		MEDICARE PART A/CLIENT BILL
		7 07/26/2022	00:00	CHARGES, MOBILE PHLEBOTOMY	07/26/2022		
		7 07/26/2022	00:00	Test, Patient One	11/07/1963		

Clear Save Cancel

Information

TELCOR user guides, which contain information for all available features of the TELCOR portal, can be found under the Information tab. Note, not all features are available to the users.

Allina Health Client Portal

Home Pay Online Invoice History Payment History Price Inquiry Update Request for Information Documents Census Update Capitated Covered Lives Hospice Coverage Entry **Information**

Information

Information

Contact Us

How To Guides