

ALLINA HEALTH LABORATORY

Memo

To: Allina Health Laboratory outreach clients

From: Allina Health Laboratory outreach services

Date: August 30, 2021

Re: Billing platform transition update

As was shared previously, Allina Health Laboratory will be transitioning from our current billing platform, XIFIN, to TELCOR. The tentative go-live date for the new platform is September 28, 2021.

Some of the changes you will see with this transition:

- All clients will access their account via an electronic portal; users will be set up with a unique username and password
- Invoices will be accessed via the TELCOR portal; hard copy invoices will no longer be mailed
 - The look and layout of the monthly invoice will change
- Online credit card payment option will be available
- Current processes for requesting additional billing information from clients will become a more automated process
- During the transition period, clients may be receiving invoices from both XIFIN and TELCOR

We will be contacting your facility to verify contact information. Your prompt response is appreciated. Prior to go-live, training material will be sent to these contacts so accurate contact information is essential.

If, at any time, there are any contact changes for your account, please contact your account representative to update the information.

Please share this message with any staff at your site who may be affected by this transition.

Thank you in advance for your patience as we work through this process!