

ALLINA HEALTH LABORATORY

Memo

To: Allina Health Laboratory outreach clients

From: Allina Health Laboratory outreach services

Date: May 19, 2021

Re: New billing system coming Q3 2021

In Q3 of this year, Allina Health Laboratory will be transitioning from our current billing platform, XIFIN, to TELCOR.

The following changes will occur as a part of the transition:

- Clients using the XIFIN portal will be transitioned to the TELCOR portal
- Any clients not currently using our billing portal will have TELCOR portal access established
- Hard copy invoices will no longer be mailed
 - Invoices will be accessed via the TELCOR portal
 - The look and layout of the monthly invoice will change
- Current processes for requesting additional billing information from clients will become a more automated process

As we get closer to the implementation and have more specific details, we will share them and provide any education needed.