Client billing portal

User guide

November 2025

Table of Contents

Getting started 3
Client billing portal information 3
Helpful tips 3
Logging into the client billing portal for the first time 4
Home page 5
Changing your password 6
Reviewing invoices 7
Create or edit payment profile 10
Pay online 11
Review payment history 14
Review invoice history 15
Notification history 16
Information 16

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

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:

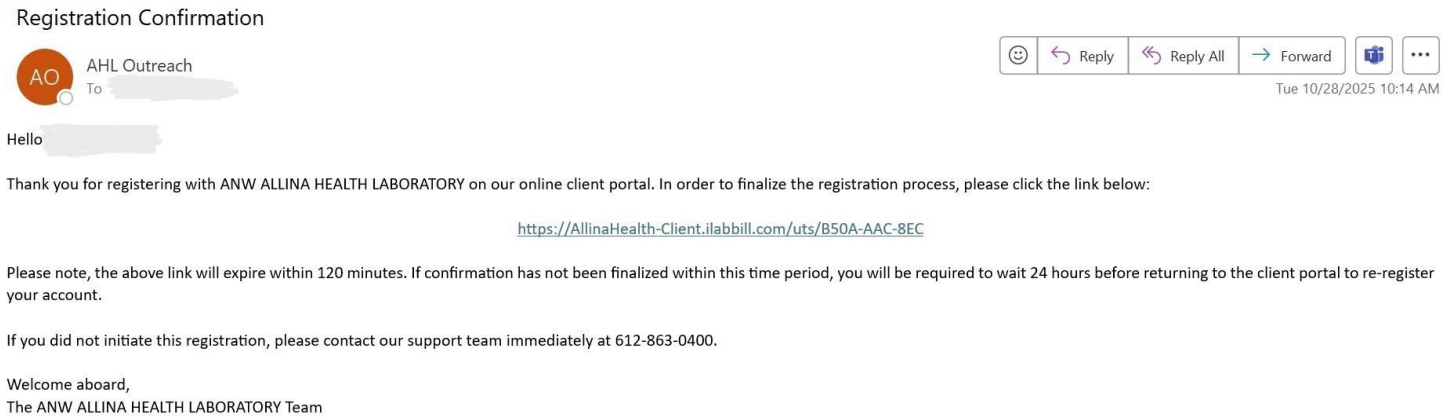
- This guide, which contains instructions on how to use the portal
- A link to the client portal
- User request form

Helpful tips

- Documents sent by the billing system will be password protected.
- Add AHLOutreach@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 for the first time

You will receive an email confirmation with a link to finalize your registration. Click on the link. (Note: The link will expire in 120 minutes. If the link expires, click on **Forgot Password** and a new link will be emailed to you.)



Registration Confirmation

AO AHL Outreach
To [redacted]

Reply | Reply All | Forward
Tue 10/28/2025 10:14 AM

Hello [redacted]

Thank you for registering with ANW ALLINA HEALTH LABORATORY on our online client portal. In order to finalize the registration process, please click the link below:

https://AllinaHealth-Client.ilabbill.com/uts/B50A-AAC-8EC

Please note, the above link will expire within 120 minutes. If confirmation has not been finalized within this time period, you will be required to wait 24 hours before returning to the client portal to re-register your account.

If you did not initiate this registration, please contact our support team immediately at 612-863-0400.

Welcome aboard,
The ANW ALLINA HEALTH LABORATORY Team

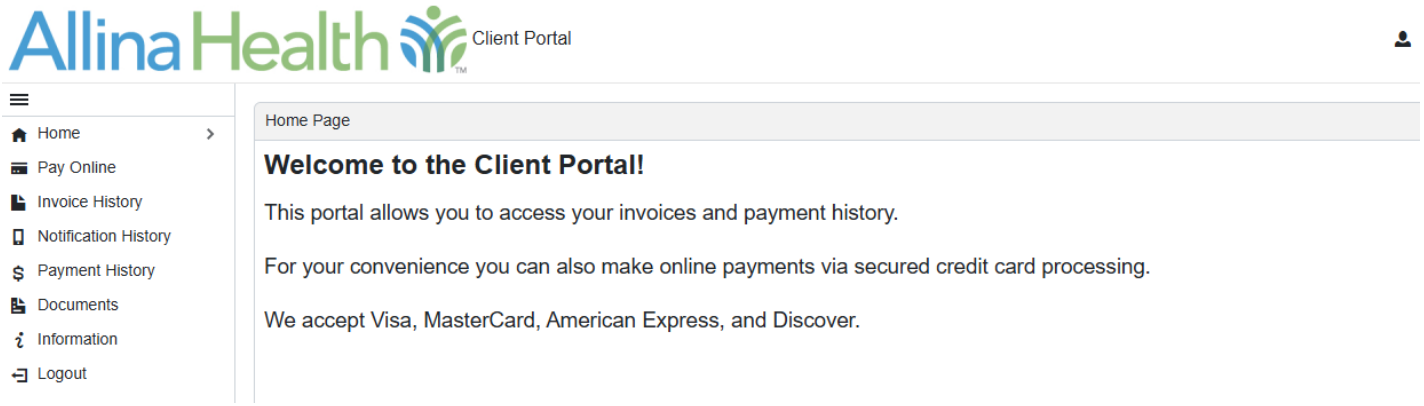
Enter your username (email address) and click **Verify**.

Enter password, reenter password and click **Register**. *Passwords must be at least 8 characters in length, contain at least one number, one lowercase letter, one uppercase letter, and one special character.*

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.

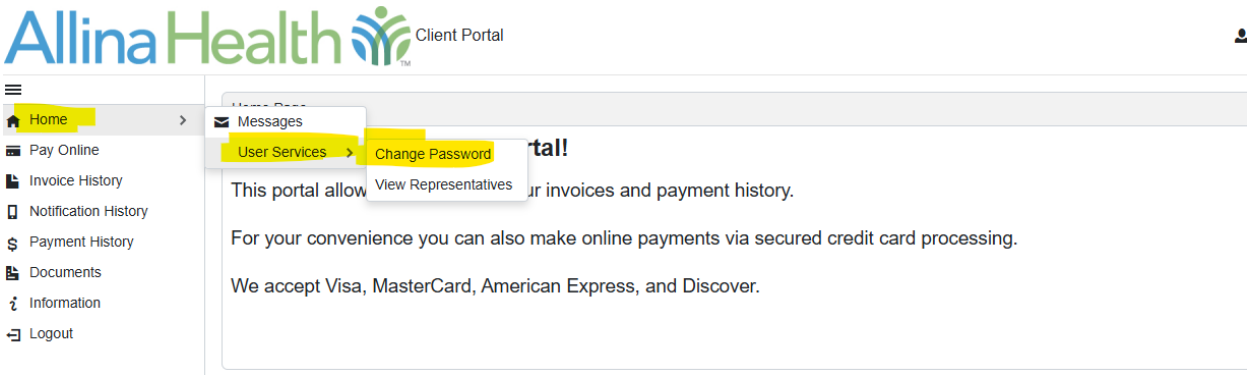
- Home
- Pay Online
- Invoice History
- Notification History
- Payment History
- Documents
- Information
- Logout



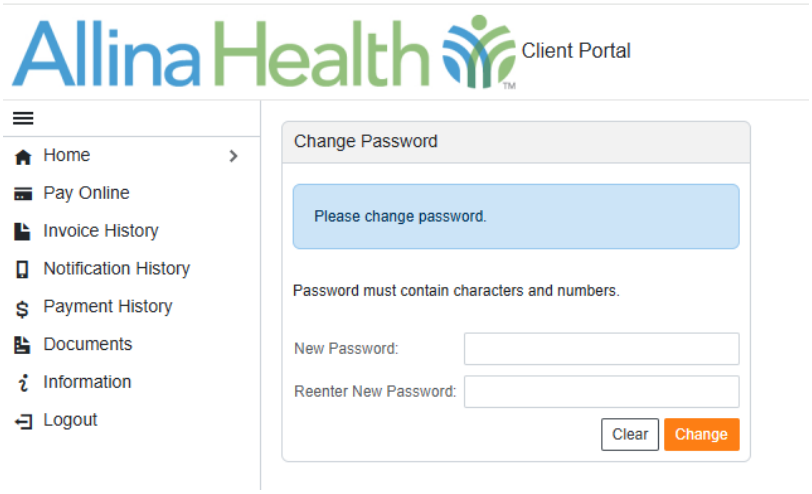
Changing your password

To change your password, follow these steps:

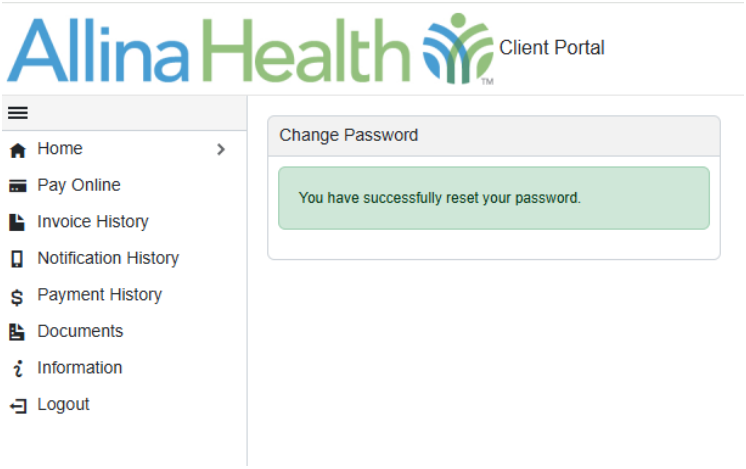
1. Under 'Home,' go to 'User Services' and select 'Change Password'.



2. Enter new password, reenter new password and click **Change**. *Passwords must be at least 8 characters in length, contain at least one number, one lowercase letter, one uppercase letter, and one special character.*



3. Your password has been changed successfully.

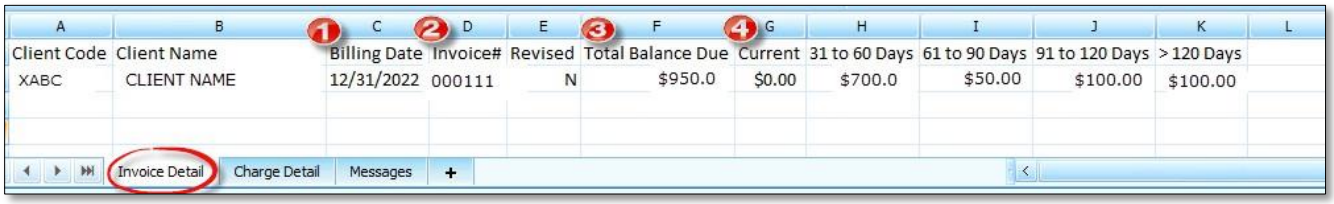


Reviewing invoices

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

EXCEL FORMAT

First tab – invoice details



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

Invoice Detail | Charge Detail | Messages

1 – **Billing Date:** End of month billing cycle

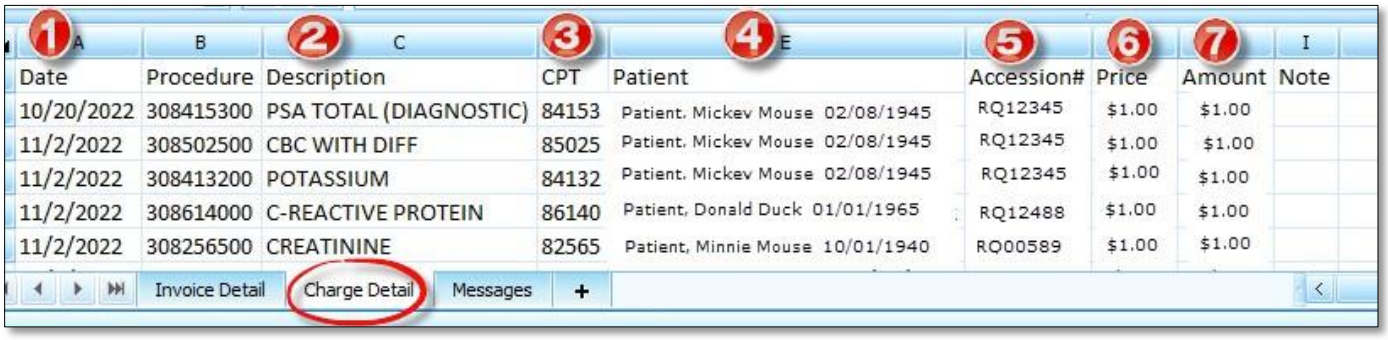
2 – **Invoice #:** Invoice number for current month; include this number with payment, for example 000111

3 – **Total Balance Due:** The amount in this column is the sum of all unpaid invoices.

- *This may not be the amount due for current invoice.*
- Clients are responsible to monitor their invoices and follow up with their Account Representative or Lab Billing as needed for unpaid balances.

4 – **Current:** Amount due for current month's invoice. If paying monthly, this is the balance due.

Second tab – charge details



Date	Procedure	Description	CPT	Patient	Accession#	Price	Amount	Note
10/20/2022	308415300	PSA TOTAL (DIAGNOSTIC)	84153	Patient, Mickey Mouse 02/08/1945	RQ12345	$1.00	$1.00	
11/2/2022	308502500	CBC WITH DIFF	85025	Patient, Mickey Mouse 02/08/1945	RQ12345	$1.00	$1.00	
11/2/2022	308413200	POTASSIUM	84132	Patient, Mickey Mouse 02/08/1945	RQ12345	$1.00	$1.00	
11/2/2022	308614000	C-REACTIVE PROTEIN	86140	Patient, Donald Duck 01/01/1965	RQ12488	$1.00	$1.00	
11/2/2022	308256500	CREATININE	82565	Patient, Minnie Mouse 10/01/1940	RQ00589	$1.00	$1.00	

Invoice Detail | Charge Detail | Messages

1 – **Date:** Date of Service

2 – **Description:** Description/test name

3 – **CPT:** CPT code

4 – **Patient:** Patient name and date of birth

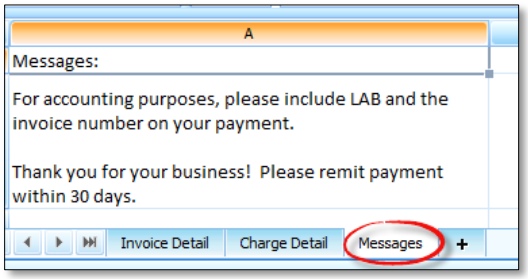
5 – **Accession:** Accession number/RQ number

6 – **Price:** Price per test

7 – **Amount:** Total amount charged for test

Note: Payment and adjustment information will be posted on this tab. If you receive weekly charge notifications, please refer to the PDF invoice for charge details

Third tab – Messages



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.

Invoice Detail | Charge Detail | Messages

PDF Format

Page 1

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** (Note: For accounting purposes, please include LAB and the invoice number on your payment.)

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 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:** Total amount of charges for current month **(this is the amount due for the current invoice)**

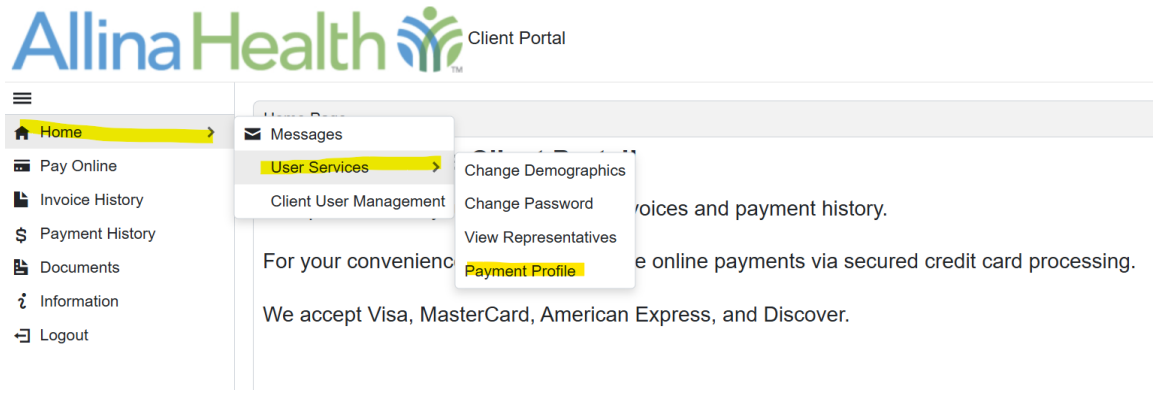
7 – **Balance forward:** Sum of previously posted invoices in which payment has not been posted

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

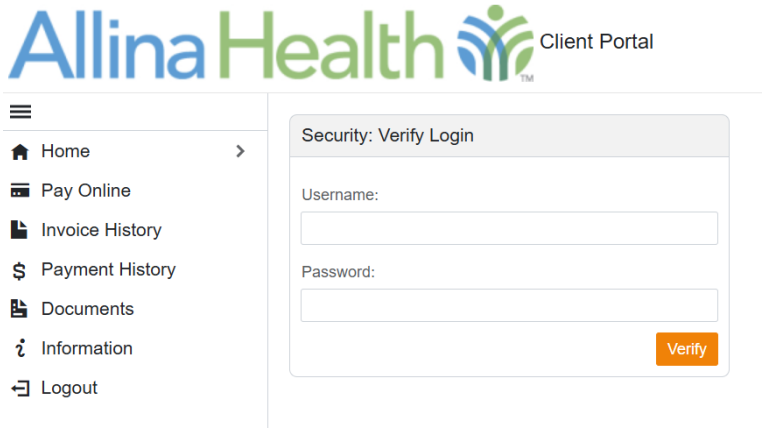
Create or edit payment profile

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.*

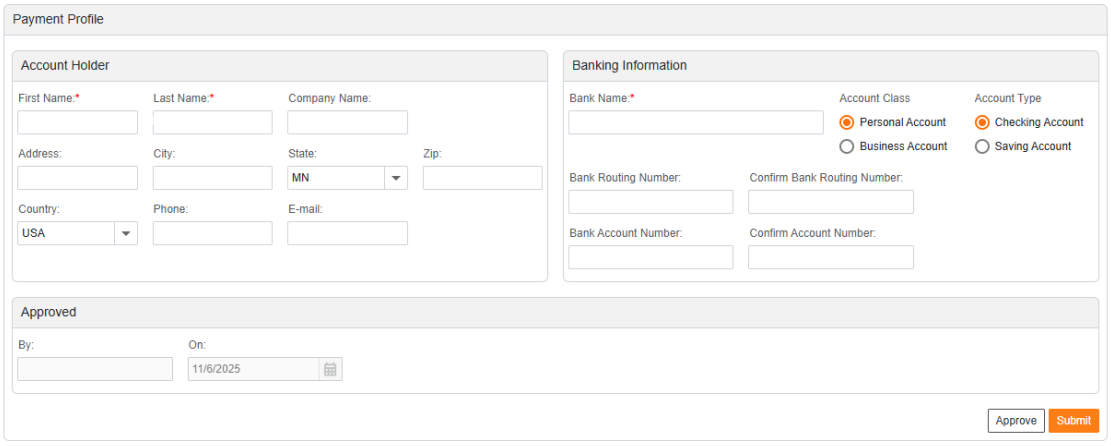
1. Under 'Home,' go to 'User Services' and select 'Payment Profile.'



2. At the Verify Login screen, enter your username and password and click **Verify**.



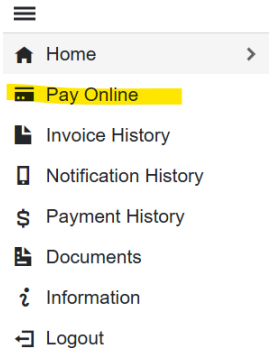
3. For Credit Card and ACH payments, enter information in the 'Account Holder' window. For ACH payments enter information in the 'Banking Information' window, and click **Approve** and then **Submit**.



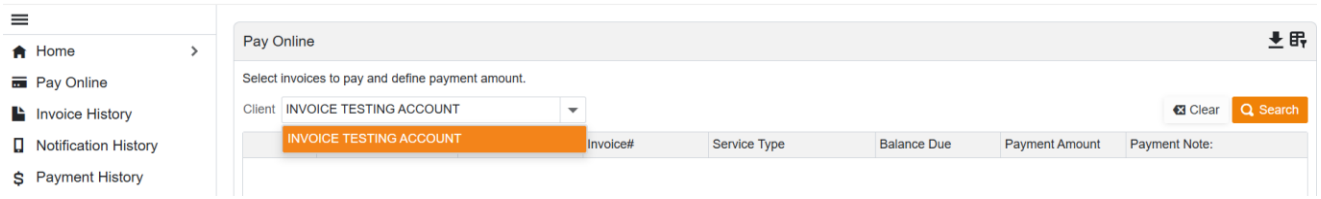
Pay online

To pay online via credit card or ACH:

1. Click Pay Online for the side menu

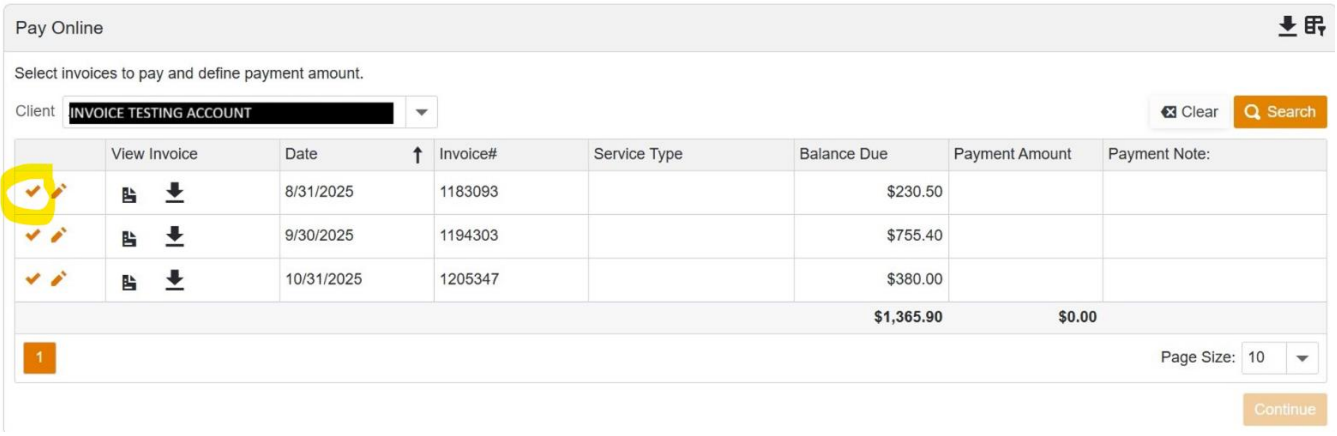


2. If users have access to more than one account, use the dropdown menu for the Client field to select the account to which payment will be applied. Click Search to retrieve available invoices for that account.

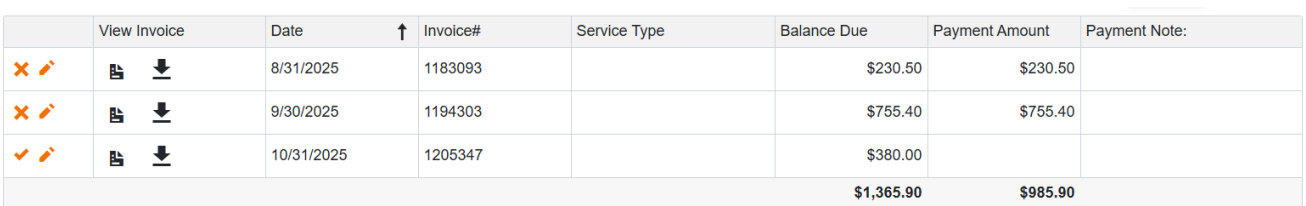


3. Click on the pdf icon to review an invoice.

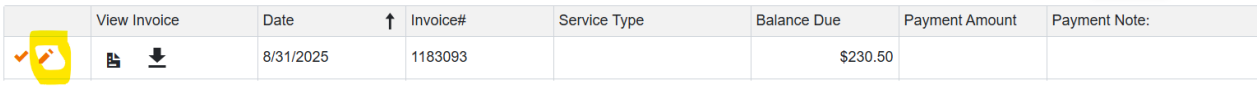
4. Select one or more invoices to pay by clicking on the red check mark next to each invoice to be paid.



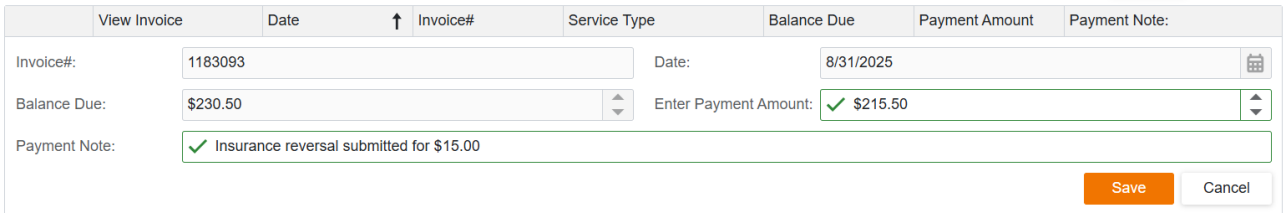
5. The 'Payment Amount' field automatically displays the current balance due on the invoice.



6. If you need to change the payment amount of the invoice that you are going to pay, click on the Edit Payment icon next to that invoice.



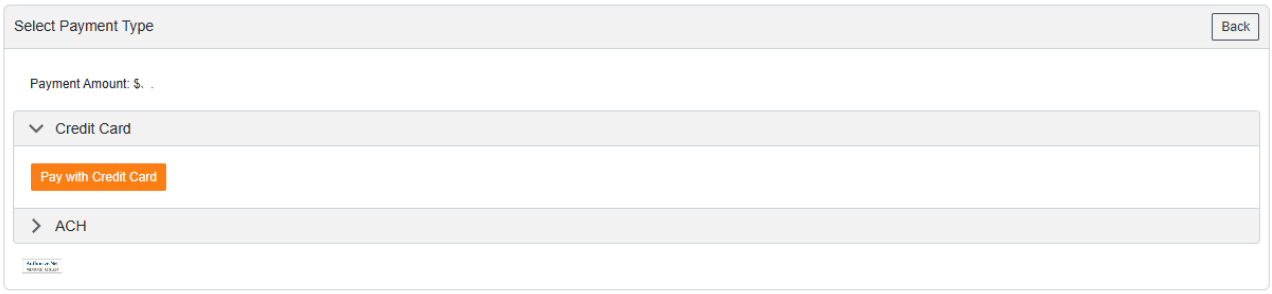
7. Enter the Payment Amount and a Payment Note stating the reason for the adjusted payment.



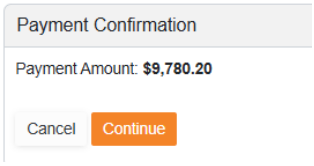
8. When all invoices have been selected, click Continue.

To pay online via credit card:

1. Click **Pay with Credit Card**.



2. The Payment Confirmation window displays the payment amount. Click **Continue**.



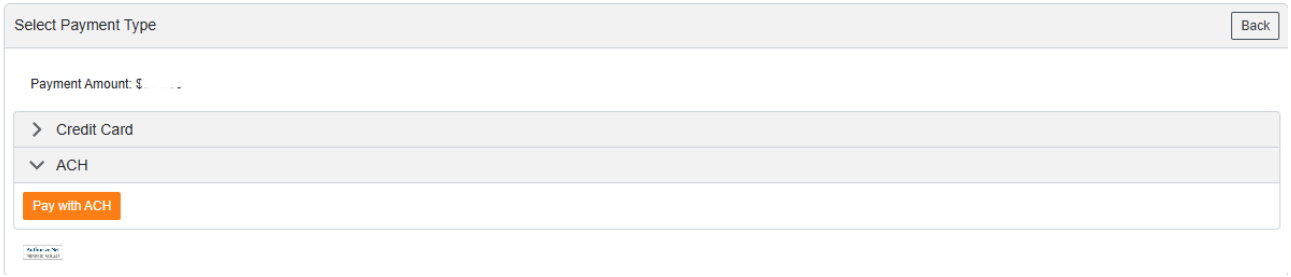
3. Enter the cardholder information in the window displayed, and click **Submit** or click **Cancel** to go back. If a credit card payment profile already exists, the information in the window is pre-populated with the payment profile information. Use the 'User Services' in the portal to configure your payment profile, if needed.

4. Enter the card information, then click **Pay** or **Cancel** to go back.

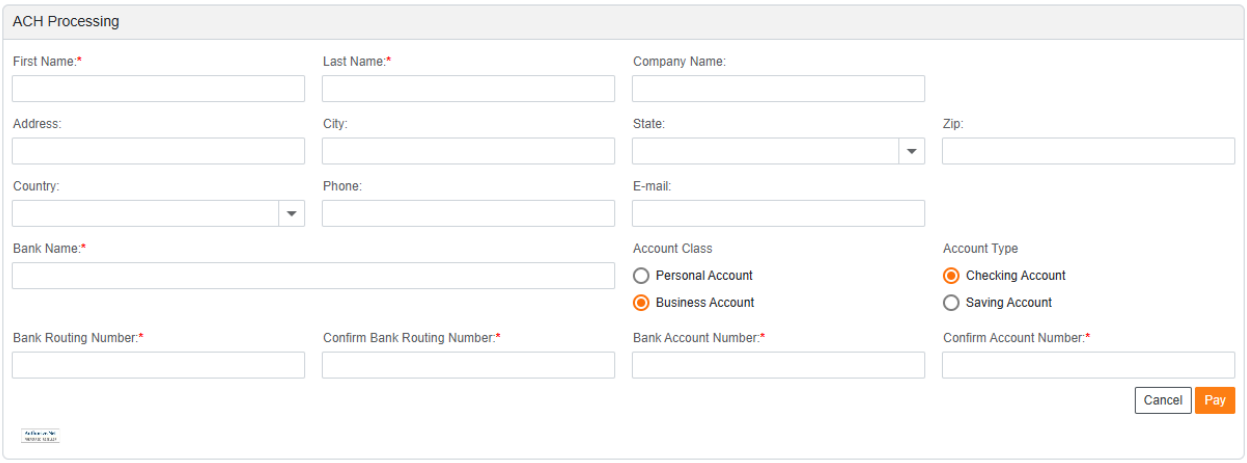
5. You will then see a 'Payment Successful' window confirming your payment. Click **Close** to continue. If you see anything other than 'Payment Successful', there may be an issue with your credit card or with the website payment function itself. Please try your credit card again and verify credit card information entered is correct, try another credit card, or contact your account representative.

To pay online via ACH:

1. Click **Pay with ACH**.



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.



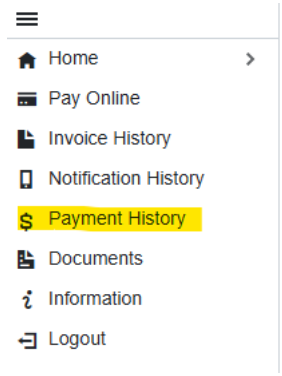
3. If an ACH payment profile already exists the information will populate if the fields provide. Click **Pay**.

4. You will then see a 'Payment Successful' window confirming your payment. Click **Close** to continue. If you see anything other than 'Payment Successful', please verify your ACH information entered is correct and try your payment again, or contact your account representative.

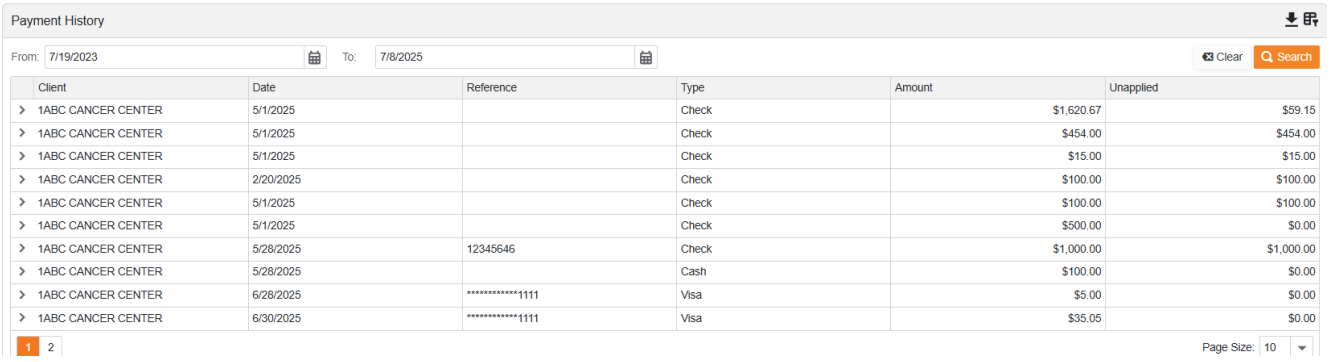
Review payment history

Past payments can be viewed under the Payment History heading.

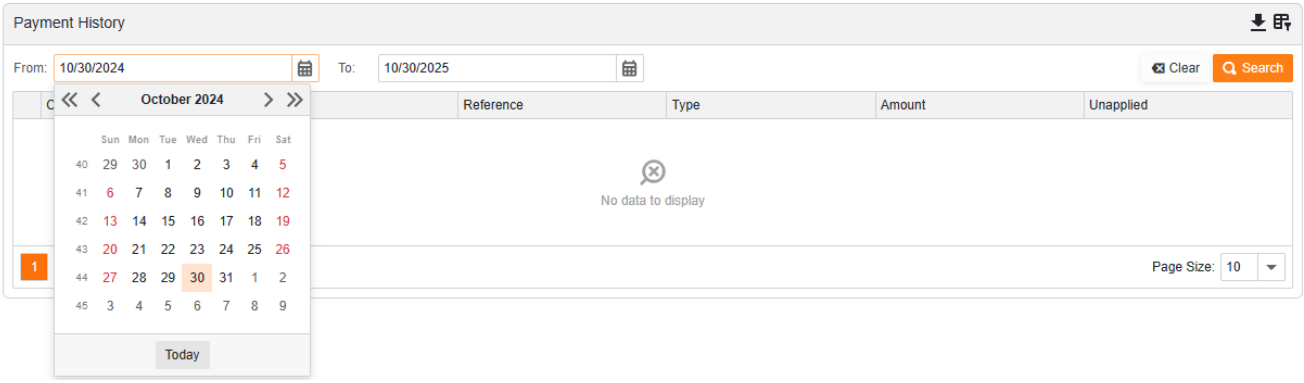
1. Select Payment History.



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.



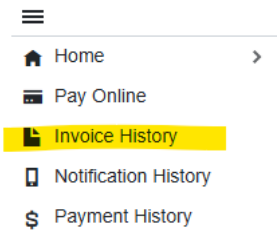
4. Once the dates are selected, click **Search**.

5. Payment allocation details on invoices can be viewed by clicking on the arrow on the left of any payment row in the search.

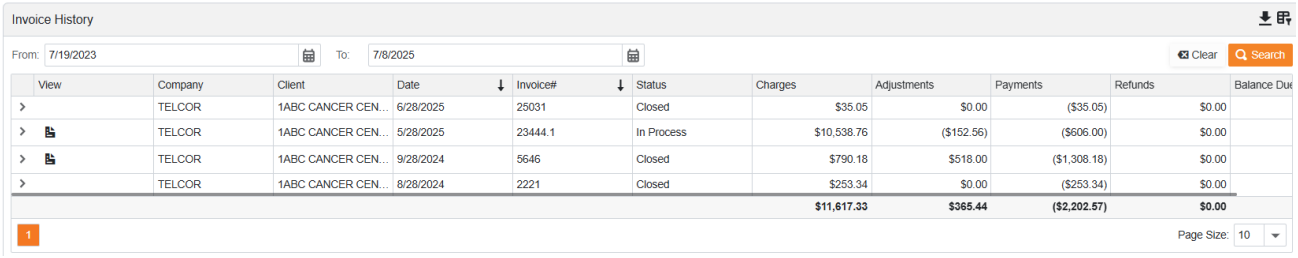
Review invoice history

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

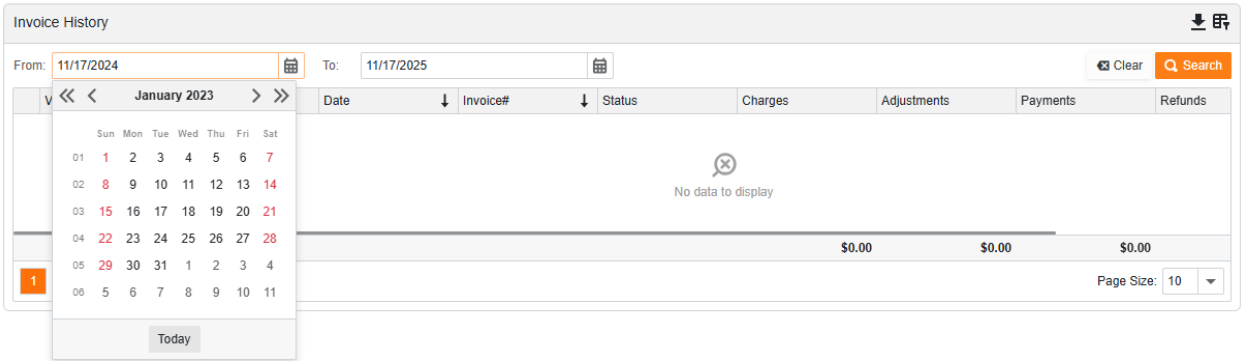
1. Select Invoice History.



2. A list of invoices for a rolling 12-month period will be displayed.



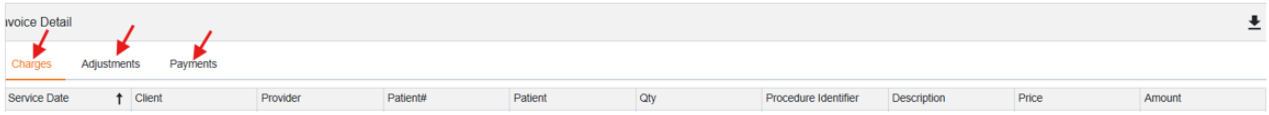
3. Searches may be edited or narrowed by changing the 'From' and 'To' date. These fields can be populated by a calendar view to select dates or dates can be manually typed in.



4. Once the dates are chosen, click **Search**.

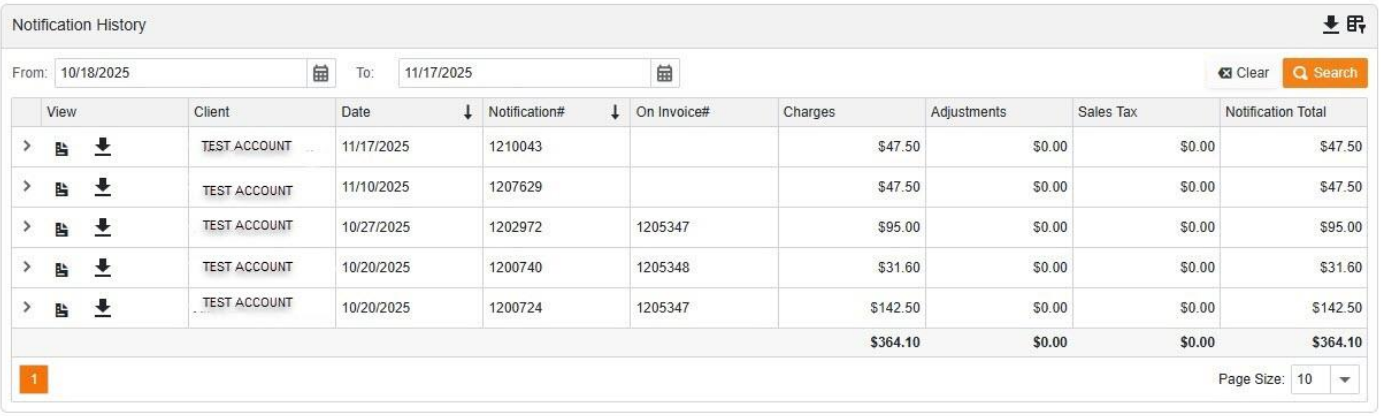
5. To see the details of an invoice, click on the icon under the 'View' column that corresponds to the invoice row to be reviewed.

6. The invoice details will be displayed including separate tabs for Charges, Adjustments and Payments.



Notification history

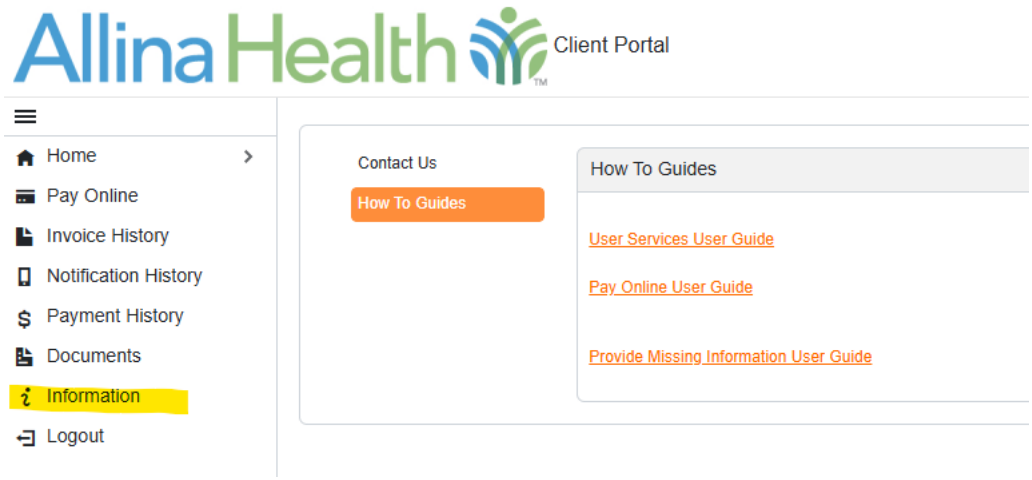
Clients set up with daily or weekly charge notifications can view previously posted notifications here. Notifications are available in both excel and PDF formats in the portal.


Notification History

From: 10/18/2025 To: 11/17/2025 Clear Search

View	Client	Date	Notification#	On Invoice#	Charges	Adjustments	Sales Tax	Notification Total
	TEST ACCOUNT	11/17/2025	1210043		$47.50	$0.00	$0.00	$47.50
	TEST ACCOUNT	11/10/2025	1207629		$47.50	$0.00	$0.00	$47.50
	TEST ACCOUNT	10/27/2025	1202972	1205347	$95.00	$0.00	$0.00	$95.00
	TEST ACCOUNT	10/20/2025	1200740	1205348	$31.60	$0.00	$0.00	$31.60
	TEST ACCOUNT	10/20/2025	1200724	1205347	$142.50	$0.00	$0.00	$142.50
					$364.10	**$0.00**	**$0.00**	**$364.10**

1 Page Size: 10

Information

User guides provided by the vendor, which contain information for all available features of the portal, can be found under Information. *Note*: *not all features are available to the users.*