

FAQ/Who Should I Contact?

Affiliate Clients

Account Representative	
Provider Add/Changes (Submit completed form)	
Correlation Testing/Specimen Requests	
Billing - Testing referred to AHL only	(612) 863-0400 or labbilling@allina.com
Billing Corrections (Submit completed form)	
CPT/Fee Requests	
Fee schedule questions	
Invoice Questions	
Client Services	Phone: (612) 863-4678 or (800) 281-4379 Fax: (612) 863-4067 Email: medicallab@allina.com
Courier Issues (Scheduled Pickups)	
Overdue Results (Tests sent to AHL Only)	
Specimen requirements - tests not found in the Test Catalog	
See Separate Report (SSR) scans not found in Excellian	
Supply Questions/Order Issues	
Testing/Result Questions/Repeat Requests	
LIS - Build Issues/concerns/questions	
Need something LIS-related new? i.e. New test, new instrument brought up, something that isn't functioning as you'd like but it's <i>not broken</i> = Change Request	ChangeManagementRequests@allina.com
Supplies/Supply Chain	Contact your site's materials contact person
Technology Support Center (TSC)	(612) 262-1900 or (800) 315-4085
Computer Access Issues	
Excellian/Beaker Issues (i.e. internal billing, in house test issues, etc.)	
Printer Issues (label or report printers)	
Website	www.allinahealth.org/laboratory
Accreditation Documents	
Specimen Requirements (Test Catalog)	
Specimen Collection Instructions (client and patient)	
Supply Orders	
Forms	

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Topic	Who To Contact	How to Contact
Allina Health accreditation documents	Website	www.allinahealth.org/laboratory
Billing Corrections - testing sent to AHL only	Submit completed form to Billing Client Services	labbilling@allina.com or (612) 863-0460 (fax)
Computer Access Issues	Technology Support Center - TSC	(612) 262-1900 or (800) 315-4085
Courier Issues	Client Services	(612) 863-4678 or (800) 281-4379
Correlation Testing/Specimen	Account Representative	
CPT/Fee Requests	Billing Client Services	(612) 863-0400
Excellian/Beaker Issues (i.e. in house test issues, test build/routing issues etc.)	Technology Support Center - TSC	(612) 262-1900 or (800) 315-4085
Fee schedule questions	Billing Client Services	(612) 863-0400
Forms	Website	www.allinahealth.org/laboratory
Invoice Questions	Billing Client Services	(612) 863-0400
Label Printer Issues	Technology Support Center - TSC	(612) 262-1900 or (800) 315-4085
Label stock	Site materials management	
Need something new LIS-related? (New test, new instrument brought up, something that isn't functioning as you'd like but it's not broken)	LIS Change Management/Change Request	ChangeManagementRequests@allina.com
Overdue Results from AHL	Client Services	(612) 863-4678 or (800) 281-4379
Provider Add/Changes	Account Representative	Submit completed form
Report/Printer Problems	Technology Support Center - TSC	(612) 262-1900 or (800) 315-4085
Result Questions/Repeat Requests	Client Services	(612) 863-4678 or (800) 281-4379
Scheduled Courier Issues	Client Services	(612) 863-4678 or (800) 281-4379
Something broken?	Technology Support Center - TSC	(612) 262-1900 or (800) 315-4085
Specimen Collection Instructions	Website – Specimen Collection Instructions Website - Reference Guides	www.allinahealth.org/laboratory
Specimen Requirements	Website - Test Catalog	www.allinahealth.org/laboratory
Specimen Requirements - Tests not found in the Test Catalog	Client Services	(612) 863-4678 or (800) 281-4379
SSR (See Separate Report) Scans not found in Excellian	Client Services	(612) 863-4678 or (800) 281-4379
Supply Orders	Website – Supply Catalog	www.allinahealth.org/laboratory
Supply order questions or issues (items ordered via Supply Catalog)	Client Services	(612) 863-4678 or (800) 281-4379