

Provider Portal- Frequently asked Questions

- ❖ Where do I access the Provider Portal?
 - To access Provider's Portal please go to <https://life.mylabcare.com/> and log in with your username and password
 - A link is also located on our website at www.lifehopelabs.com in the top right corner under "Lab Portal," and then go to Physician portal to access the portal site.
- ❖ How do I place new orders?
 - Please log into portal @ <https://life.mylabcare.com> (Steps below)
 1. Click "New Order" on the top right of the page
 2. If affiliated with more than one practice, select practice for the order you are placing
 3. Select physician and form of payment
 4. If this is an existing patient use the drop-down feature to select the patient information and it will autofill all required fields. Please note to verify information is correct and up to date before submitting patient information.
 5. If this is a new patient, fill out all the required fields.
 6. Select Test type(s)
 7. Click "Submit,"
 8. The following page will allow you to print out Patient Requisition form, Order Form, as well as Barcode for Specimen that includes the sample number.
- ❖ How can I update/ edit patient information?
 - Please log into portal @ <https://life.mylabcare.com> (Steps below) or contact us to resolve the issues associated with this order to release any holds.
 1. Login @ <https://life.mylabcare.com>
 2. On the Orders page find Order ID by clicking on the ORDERS # column (down arrow) to search under "contains" and Filter and select Enter on your keyboard.
 3. Click the Blue Oder ID number and edit.
 4. When done with your edit(s), scroll down and Submit
 5. An email will go to Life Hope Labs to inform them of your changes.
- ❖ What does CLS mean?
 - This stands for Contract Labs Services. This will ONLY be selected if Services provided for the patient are to be billed directly to the provider.
- ❖ How do I check results?
 - Please log into portal @ <https://life.mylabcare.com> (Steps below).
 1. Click on "Samples"
 2. Select Practice the sample should be listed under
 3. Select the Physician the patient under
 4. Select Patient (You can only view results for samples received by the lab)
 5. All tests received should pop-up
 6. Select the blue Icon button under "Status" for the sample you want to check
 7. The Order and Report Will come up, select which you would like to view
- ❖ Can reports be amended if I made a mistake?
 - Yes, please contact support@lifehopelabs.com for all amendment requests.

- ❖ How do I give my employee access?
 - Please have your employee fill out and sign an Account Activation Form, and email it to support@lifehopelabs.com for processing. Once this form is received, we will be able to grant your employee access to the portal.
 - If you do not have a fillable copy of this form, please email support@lifehopelabs.com. We will send the form to you right away.
- ❖ What type of tests can be done?

Please note all accounts are set up with the current tests we receive, for all inquiries on test types we offer please contact the Lab

- Microbiology
 - COVID-19
 - Blood
 - Genetics
 - Toxicology Oral Fluid
 - Toxicology Urine
- ❖ What is the difference between order number and sample number?
 - Order numbers are populated once orders are placed. It identifies when the order was placed, and multiple samples can be under the one order number. You can also create as many orders as you would like.
 - Sample number is the sample ID Number that is unique to the individual specimen. Depending on the type of specimen the first letter will identify which department the specimen belongs to. For example, if it starts with the letter “B” following a sequence of numbers and letters the sample will be in the Blood department. In the bottom right corner of the label, you will also be able to see which department the sample will be in.
- ❖ What is a hold?
 - If there is a missing information hold on a sample, the reasoning and plan of action needed to remove the hold will be listed in the notification.
 - Once the missing information is updated, you must save it, and the lab will be notified of the correction. Support will then verify the correction and release the report upon review.
- ❖ How do I cancel an order?
 - If you would like to cancel an order, please submit an email to support@lifehopelabs.com as to the reason for the cancelation.
- ❖ How do I find an order number?
 - Please log into portal @ <https://life.mylabcare.com> (Steps below)
 1. Login @ <https://life.mylabcare.com>
 2. On the Orders page find Order ID by clicking on the ORDERS # column () to search under “contains” and Filter and select Enter on your keyboard.
 3. The Order number will be in Blue
- ❖ What is a good email and phone number to contact?
 - If you need further assistance, please send an email to Support@lifehopelabs.com or contact us on (404) 891-0121 and someone will be able to provide immediate assistance.