

Billing Trailer (electronic billing trailers) Frequently asked questions

Q: What are Billing Trailers?

A: Billing Trailers are electronic requests for billing information that are accessible in Quantum™ eLabs, and will soon be accessible in Quantum™ Lab Services Manager. Quest customers can use this application to provide updated information back to Quest (when prompted).

Q: When will the Billing Trailer application become available?

A: Billing Trailer is now available to Quest customers (who order through a standard Quest lab) through Quantum Lab Services Manager.

Q: Do customers need to place their orders in Quantum Lab Services Manager to have access to the Billing Trailer application?

A: Quest customers do not need to place their orders using Quantum Lab Services Manager, but will need a Quantum eLabs login to access the Billing Trailer application.

Q: If a Quest customer doesn't have a Quantum Lab Services Manager account, how can they sign up so their practice is able to access Billing Trailer?

A: If you don't have access to Quantum for Healthcare Professionals, go to QuestDiagnostics.com/eTrailer and follow the simple steps to create an account. If they have trouble logging in or need to reset their password, they can call the Quest IT connectivity help desk at 1.800.697.9302.

Q: How will customers know when there is an electronic trailer request they need to respond to?

A: When a customer logs into Quantum Lab Services Manager, a banner link will display on the order entry page when there are outstanding Billing Trailers that they need to address.

Q: When will requests for billing information appear in the Billing Trailer application?

A: The timing to release requests for billing information will remain similar to that of paper and faxed trailers.

Q: How will requests for billing information be resolved if they are not resolved in the Billing Trailer application?

A: When an electronic trailer request is not resolved, it will fall into the Monthly Missing Information Report and be handled through the customer's existing paper or fax trailer process.

Q: What if a customer is unable to provide the requested information?

A: Quest customers can select an option via a drop-down list indicating that they do not have any additional information, which resolves the error within the application. This information will be sent to the billing department to be processed.

Q: What if a customer is responsible for multiple client accounts?

A: The customers' user access to Billing Trailers will mirror the current access they have in Quantum Lab Services Manager to specific customer accounts.

Q: What will the customer see when there are multiple physicians associated with 1 client number?

A: Customers will have access to all physicians associated within their client account number. The list of orders can be sorted by ordering provider.

Q: Will add-on tests be included in Billing Trailers?

A: No, add-on tests are billed on a separate claim or transaction.

Q: How will a customer be able to contact us if they need assistance?

A: Quest customers can click the "Contact Us" link within the Billing Trailer application to connect to the Missing Information Billing Department.

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