RML's iLabBill Client Portal Operating Manual

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Operating Manual

RML is a locally owned company who serves their customer's needs from testing, results, to billing and beyond. RML is pleased to provide their clients with an instruction manual which will allow them to pay their invoice online. Please follow these simple instructions below to get started. As always, if you have any questions reach out to your local sales representative or our customer service team.

Welcome to RML's Client Portal

Streamline your invoice processing and payments by paying online:

- Review Invoice & Payment History
- Review Client Pricing
- Update Client Missing Information Requests
- Enjoy award-winning customer care
- We accept Visa, MasterCard, American Express, and Discover
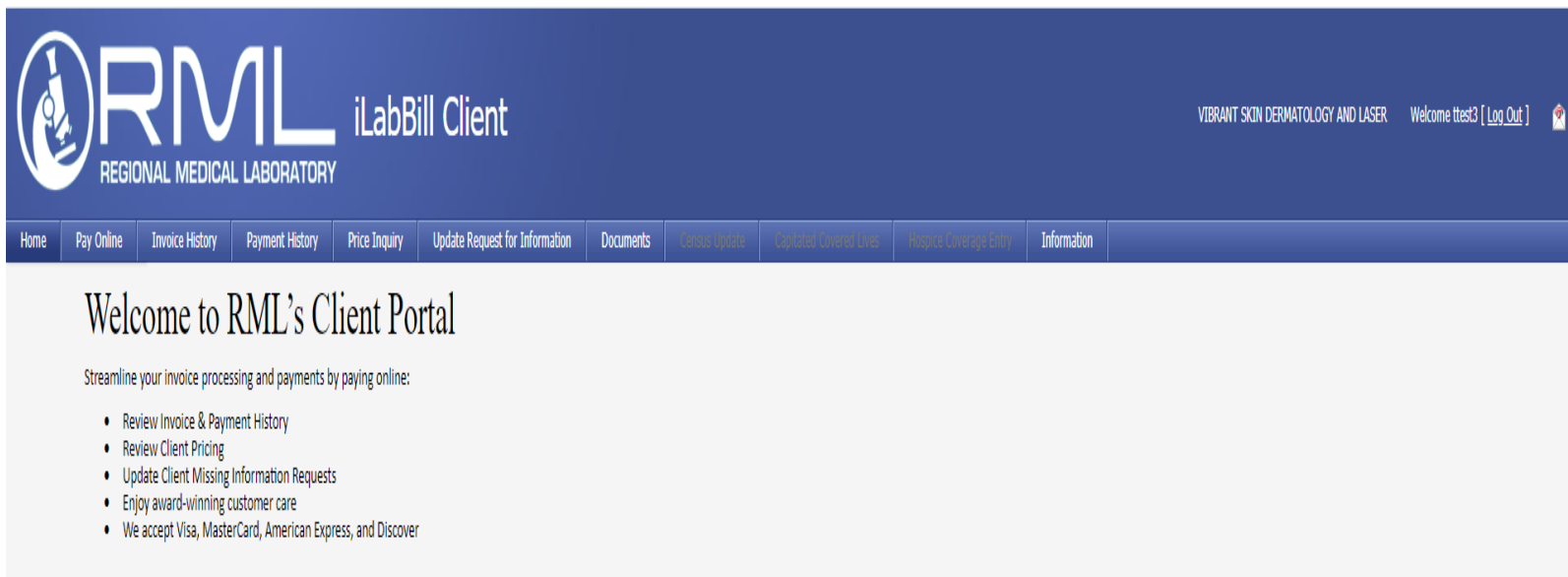
To pay online via credit card:

▶ Go to the Pay Online tab.

▶ Choose one or more invoices to pay by marking the check box in the 'Select' column next to each invoice to be paid.

▶ The 'Payment Amount' field automatically displays the current balance due on the invoice, but this amount may be changed by entering the dollar amount of the payment.

Select	Company	Date	Invoice#	Balance Due	Payment Amount
☑	Outreach Lab	06/30/2016	310311	$268.80	$50.00
☑	TELCOR Central	06/30/2016	310951	$307.37	$100.00

▶ To send a note along with the payment, click the 'Note' icon, type the note in the text window displayed, then click 'OK' to submit the note to the laboratory or click 'Cancel' to go back. Payment Notes can only be submitted to the laboratory along with your payment and cannot be sent separately.

Payment Note

Invoice# 37366983

I am paying a portion of the bill due to because the charges for John Smith dob 7-1-1982 dos need to be billed to the patient's insurance

OK   Cancel

▶ Click the 'Credit Card Payment' button at the bottom of the page. The dollar amount at the bottom of the page below the 'Payment Amount' column displays the total dollar amount being charged to the credit card.

Credit Card Payment	ACH Payment	Cancel

▶ Enter the cardholder information in the window displayed, and click 'Submit' or click 'Cancel' to go back.

Cardholder Information

First Name:*	Test	Last Name:*	Client
Company Name:*	Test, LLC	Address:*	4142 South Mingo Ave
City:*	Tulsa	State / Province:*	OK
Zip:*	74146		
Phone:	(000) 000-0000	E-mail:	Test@gmail.com

Submit   Cancel

▶Confirm and authorize the amount by clicking 'Pay' to the authorization message or click 'Cancel' to go back.

Company	Payment Amount	Status	Select
Regional Medical Lab	$443.74		Pay

Cancel

Authorize.Net
PREFERRED RESELLER

▶ Enter in the credit card information in the window displayed, and click 'Submit' to process the credit card payment or click 'Close' to go back.

Process Payment

Payment Amounts	Client	Company
$1.00	Holmes Municipal Hosp	Outreach Lab

Enter Payment Information

Card Type:*

VISA

Card Number:*

4111111111111111

Expiration Month:*   Expiration Year:*   Security Code:

01   2020

Submit

Close

▶ You will then see a 'Transaction Complete' window confirming your payment. Click 'Close' to continue. If you see anything other than 'Transaction Complete', 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 the RML billing department.

▶ You will then see a window providing you with a status and an authorization code. Click 'Close' to continue. If you see anything other than a status of 'Approved', 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 laboratory representative.

Company	Payment Amount	Status	Authorization Code
Outreach Lab	$1.00	**Approved**	0

To review invoice history:

▶ Go to the 'Invoice History' tab. You will see a list of invoices generated within the default time period shown. To review older invoices, change the 'From' date, then click the Magnifying Glass icon. You will see a summary of activity against each invoice. If the diagnosis codes are the same for each transaction within the requisition, you can click the green arrow icon to copy the codes to the next service line.

#	View Detail	View Invoice PDF	Company	Date	Invoice#
	📧	PDF	Regional Medical Lab	08/31/2021	37472842
	📧	PDF	Regional Medical Lab	06/30/2021	37472357
	📧	PDF	Regional Medical Lab	12/31/2020	37366983
	📧	PDF	Regional Medical Lab	11/30/2020	37191113
	📧	PDF	Regional Medical Lab	10/31/2020	37017358
	📧	PDF	Regional Medical Lab	09/30/2020	36832490

Page 1 of 1 (6 items)   < Prev 1 Next >

The Invoice History tab provides a summarized history of all invoices from the testing facility including invoice date, invoice number, status, dollar amounts of the charges, adjustments, payments, refunds, and current balance due.

▶ By clicking the 'View Detail' icon to the left of any invoice row, the invoice details are displayed including separate tabs for Charges, Payments, and Adjustments.

The Payment History tab allows review of payments and payment allocation to invoices.

To review payment history:

▶ Go to the 'Payment History' tab. You will see a list of payments made within the default time period shown. You are able to see older payments by changing the 'From' date, then click the Magnifying Glass icon. You are able to see payment allocation to invoices by clicking on the arrow to the left of any payment row in the grid.

| Home	Pay Online	Invoice History	Payment History	Price Inquiry	Update Request for Information	Documents	Census Update

Payment History

From:* 9/9/2020   To:* 9/9/2021

#	Date	Reference	Type
⊞	08/25/2021	***********0019	Visa
⊞	01/15/2021	RML011421CBO	American Express
⊞	10/21/2020	RML102020CBO	Visa
⊞	09/11/2020	RML091020CBO	Visa

Page 1 of 1 (4 items)   < Prev **1** Next >

For Price Inquiries:

▶ Go to the 'Price Inquiry" tab drop down and select the magnifying glass under 'View Detail'

View Detail
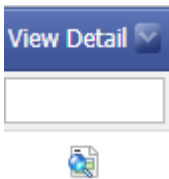
► Once you click on the magnifying glass, then you will be able to search by Test Code, Description and CPT Code. Example, if you know the name of the test you want to get pricing for (for this example TSH), you just need to type TSH in the description box and press Enter. The other boxes will populate with the information you need. The pricing that is presented is client list pricing and does not reflect any special pricing.

test Test3

Code	Description	CPT	Price
	TSH		
2930775	TSH/T4/T3U	84436; 84443; 84479	$156.65
4501925	TSH	84443	$6.10
4501937	TSH HAMA	84443 91 x2	$101.05
4502225	TSH REC AB	83520	$176.85

Close

If you are unable to access any of the menu items as instructed throughout the document,
you may not have appropriate security privileges. Please contact your administrator or your
laboratory representative.