

General

1. What is LabCorp Corporate Solutions?

- LabCorp Corporate Solutions is a suite of web-based applications that enables customers to view specimen status, final specimen results, and Medical Review Officer (MRO)-reviewed results. Users can also view laboratory-scanned chain-of-custody (COC) form images, register donors for drug screen specimen collection at a Web COC-capable site, locate a Web COC enabled site within a user designated ZIP code and mileage radius, and perform a collection site match of LabCorp patient service centers to a user-submitted spreadsheet of locations including a ZIP code.
- LabCorp Corporate Solutions includes the Web COC tool that guides specimen collectors through each step of the collection process to produce a non-federally regulated COC form or federal custody and control form (CCF) on-site.

2. Which types of drug screen collections may be performed with Web COC?

- The Web COC application supports collections for the following drug test account types: non-federally regulated urine, federally-regulated urine, lab-based oral fluid, hair, point of collection testing (POCT) urine, DOT-like urine, non-federally regulated urine Spanish, Florida Agency for Health Care Administration (AHCA) urine.

3. How does LabCorp Corporate Solutions save my company time?

- The LabCorp Corporate Solutions inquiry functions reduce time spent contacting the laboratory for specimen status, COC form copies, and retransmission of results.
- The Web COC electronic specimen collection application eliminates the need to order or stock preprinted federal CCFs or non-federally regulated COC forms for urine, hair, oral fluid, and rapid drug tests.
- LabCorp Corporate Solutions Web COC collection process provides “real-time” negative rapid drug screen results for non-federally regulated testing so that employers can make same-day hiring decisions.
- LabCorp Corporate Solutions takes the guesswork out of drug test collections status with the Donor Registration function, including e-mail notification of specimen collection completion or donor “no show.”

4. What computer skills are needed to use LabCorp Corporate Solutions?

- LabCorp Corporate Solutions is a user-friendly suite of applications that requires only a basic understanding of how to navigate with a web browser.
- The web applications include basic user instructions for navigation on each page.

5. How does the user access LabCorp Corporate Solutions?

- The LabCorp Corporate Solutions login page is accessible from www.LabCorpSolutions.com ➔ Login.
- Each LabCorp Corporate Solutions Web tools user is registered under a unique user name and password.

Specimen Inquiry

1. What specimen information may be obtained through LabCorp Corporate Solutions?

- LabCorp Corporate Solutions registered users are given access to data according to the user role and access rights indicated on the user registration form by the authorized company representative.
- Depending on user access rights, a user may view specimen status descriptions or test result information for reported specimens.
- Only the designated Medical Review Officer (MRO) is able to access result information for regulated specimens.

2. What are the LabCorp Corporate Solutions user role categories?

- Employer, Employer/specimen collector, service provider, MRO, and specimen collector.

3. May all users view specimen result information?

- No. Access to specimen results is restricted by user role and the parameters provided on the user registration form by the authorized company representative.

Chain-of-Custody Image Viewing

1. What may the user view through the LabCorp Corporate Solutions Chain-of-Custody Image Viewing feature?

- Authorized users may view a scanned image of the COC form received by the laboratory.
- Access to laboratory-scanned COC images is restricted by user role and the parameters provided on the user registration form by the authorized company representative.
- The designated MRO may access laboratory-scanned COC images for regulated specimens through LabCorp Corporate Solutions.
- The MRO copy of a regulated COC form, which contains restricted donor information, is not available through LabCorp Corporate Solutions.

2. May the user print or save laboratory scanned COC image files obtained through LabCorp Corporate Solutions?

- Yes. LabCorp Corporate Solutions users with authorized access to view laboratory scanned COC images may print or save the COC image .tiff file.

Donor Registration

1. What is Donor Registration?

- The LabCorp Corporate Solutions Donor Registration feature enables the user to create a drug screen test order record that may be retrieved by the specimen collector in Web COC.
- Donor Registration assists employers in assuring that company drug testing deadlines are met, as the user may set a donor registration expiration date.
- Donor Registration enables the user to elect to receive e-mail notification of each specimen collection completion or donor "no show."

2. Does LabCorp Corporate Solutions enable users to register groups of donors?

- Yes. LabCorp Corporate Solutions enables the user to register groups of donors through the Register Donors or Import Registrations function.
- The Register Donors function allows the user to register more than one donor at a time for one account number.
- Import Registrations allows the user to import a spreadsheet of registration information for an unlimited number of donors and account numbers.
- The Import Registration File page includes the option to register all or to enter a numeric value for the number of employees to be randomly selected for testing from the user-created donor registration import file.

3. Does LabCorp Corporate Solutions provide donor registration status reporting capabilities?

- Yes. LabCorp Corporate Solutions enables users to access a donor registration status report by individual donor or all donors to which the user has access.

Collection Site Match

1. What is Collection Site Match?

- The LabCorp Corporate Solutions Collection Site Match feature allows users to import a spreadsheet file containing locations and testing requirements to be matched to LabCorp patient service centers (PSCs).

2. How are site match results returned?

- With Collection Site Match the user may select to return an Excel spreadsheet or a web page containing the LabCorp PSC matches.

User Access Management

1. What is the process for registering new users?

- Access the LabCorp Corporate Solutions User Registration form at www.LabCorpSolutions.com ➔ Register ➔ User Registration.
- Indicate that you are requesting new user access and/or are adding an additional user on the user registration form.
- Submit completed and signed user registration forms to LabCorp Occupational Testing Services Customer Care via fax 919-481-5400 or e-mail an executed PDF to registerLCS@LabCorp.com.

2. What is the turnaround time on new user registrations?

- Typically within 48 business hours from time of receipt.

3. What is the process for removing inactive users?

- Access the LabCorp Corporate Solutions User Registration form at www.LabCorpSolutions.com ➔ Register ➔ User Registration.
- Indicate on the user registration form that you are removing a user's access.
- Submit completed and signed user registration forms to LabCorp Occupational Testing Services Customer Care via fax 919-481-5400 or e-mail registerLCS@LabCorp.com.

System Requirements

1. What number do I call for LabCorp Corporate Solutions technical assistance?

- 800-833-3984, extension 5380.

2. What are the recommended system requirements for LabCorp Corporate Solutions?

Minimum:

- Internet capable PC
- Laser printer
- Microsoft Internet Explorer 9.0 with security patches and 128-bit encryption
- Adobe Acrobat Reader v11.0

Recommended:

- Adobe Acrobat Reader DC or above
- High-speed Internet connection (DSL, cable, or T1)
- Microsoft Office Excel 2007 or later version
- Microsoft Internet Explorer 11.0 or above



www.LabCorp.com

For more information, visit www.LabCorpSolutions.com.