

# PDL Portal Guide

## Edits

### Purpose

To provide information related to the viewing and resolution of edits received within the portal for all client locations.

### Steps of Process

1. Access the [portal](#)
2. Click **Log in**



Billing Questions 1-866-809-9048



Log in

[Home](#) [Contact](#)

### Welcome!

The Client Portal allows you to review ordering activity, view your invoices, make a payment on your invoices and complete missing information requests.

If you have any questions, please contact Customer Service at:

Phone: 1-866-809-9048

Email: [pdl@coronishealth.com](mailto:pdl@coronishealth.com)

Help reduce our impact on the environment by reducing paper and switching to electronic statements and notifications.



**Pacific Diagnostic Laboratories, LLC**  
**FILE 50933**  
**Los Angeles, CA 90074-0933**

**Ph: 1-866-809-9048**  
**Fax: 1-603-570-4526**

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[Internet Explorer 11](#)

[Google Chrome](#)

[Firefox](#)

[Safari 3.2.2](#)

*Windows XP and Windows 2000 are no longer compatible with Internet Explorer version 9 or higher.*

3. After reading the terms of agreement at the top of the page, check the **I Agree** box
4. Enter your **User ID**
5. Enter your **Password**
6. Click the **Log in** button or **Enter** on the keyboard



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## Log in.

### Terms of Agreement:

All information included on this Site is confidential and may contain Protected Health Information or may be otherwise legally privileged. Access to this Site is intended only for the use of the individual assigned a User ID and password by the Client Administrator or Client Service Department. If you are not this individual you are hereby notified that reading, disseminating, disclosing, distributing, copying, acting upon or otherwise using the information contained in this Site is STRICTLY PROHIBITED, may be unlawful and may be subject to liability.

If you do not agree with any of these terms, you are prohibited from using or accessing this site.

Please click the 'I agree' box to confirm your acceptance of the Client Portal Terms of Agreement. You will not be able to proceed to the Portal unless you agree.

**I Agree**

User ID

dawntest

Password

.....

[Log in](#)

Please contact your Client Administrator or Customer Service at 1-866-809-9048 or pdl@coronishhealth.com if you need an account or forgot your User ID.

If you have forgotten your password or need to reset your password, please press the "Reset" button and a temporary password will be emailed to you.

User ID

[Reset Password](#)

7. After logging in, select **Edits**



Billing Questions 1-866-809-9048

Current user: Dawn Test - [Settings](#) [Log off](#)

[Home](#) [Activity](#) [Invoices](#) [Payments](#) **[Edits](#)** [Contact](#) [Client Admin](#)

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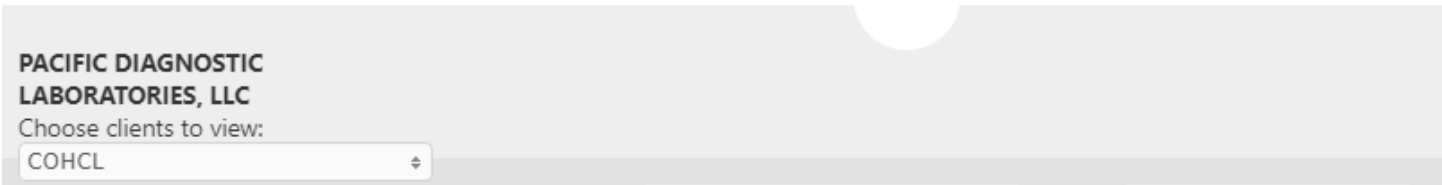
[Google Chrome](#)

[Firefox](#)

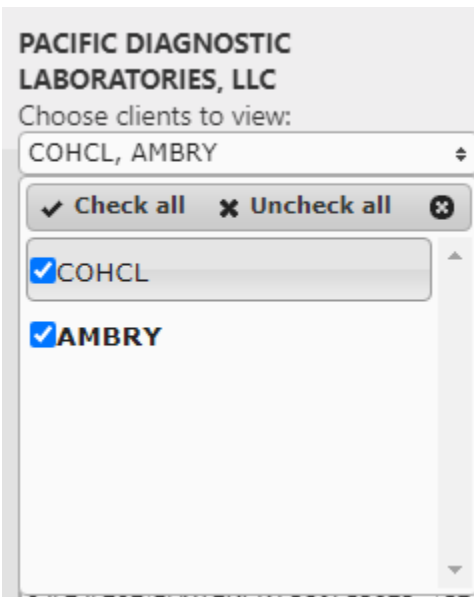
[Safari 3.2.2](#)

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- ❖ If the user is assigned only one client, the edits associated with that client will automatically populate.



- ❖ If the user is assigned more than one client, a drop down to select or de-select those clients will populate.



8. The **Missing Info Requests awaiting your response** list can be sorted by column by clicking on the title of the column to be sorted
9. The default view is 10 edits per page; this can be increased to 15 or 20 by clicking on the field where **10** is populated
10. Click on the accession to be viewed/worked
  - a. The accession clicked on will have a red box or boxes around the information related to the edit
  - b. Once clicked, the **Order Entry Form** will populate to the right. Only fields associated with edits can be edited
  - c. The information requiring review/work is highlighted in red on the **Order Entry Form**

The screenshot displays a software interface with two main sections. On the left, a table titled "Missing Info Requests for PACIFIC DIAGNOSTIC LABORATORIES, LLC Clients: COHCL" lists various requests. The table has columns for Date, Patient Name, Chart#, DOB, Edit, and Physician. The row for "Missing Resp Party Frst TARA F KARP, DO" is highlighted in red. Below the table, a sidebar shows patient details for LEAL, ASHER, including a "Response needed" box for "Missing Resp Party Frst Name". On the right, the "Order Entry Form" is populated with patient information, including accessions, demographics, diagnosis information, and address info. The "Missing Resp Party Frst" field in the demographics section is highlighted in red.

11. Add data to the fields in red related to the reason for the edit(s)
  - a. Some boxes may have a drop down menu vs adding data manually
  - b. If the user Tabs or Enters after adding data to the field related to the edit, the subsequent box may turn red. These boxes are not required but are available for data to be entered if applicable
12. Scroll to the bottom of the page and click on **Submit Missing Info Responses**
  - a. Successfully submitted responses will change to green within the **Missing Info Requests awaiting your response** list

**Submit Missing Info Responses**

## Med Nec Failure

Failure to meet medical necessity is one of the most common reasons for edits.

1. Select a Med Nec Failure edit from the list
2. Place the cursor in the **Diagnosis Information** field
3. Enter additional diagnoses
  - a. As the characters are typed, a drop-down box appears with choices based on the data input
  - b. If a diagnosis entered does not satisfy medical necessity, a message will appear “Additional Diagnosis did not meet Medical Necessity requirements”
    - i. If no other diagnosis code is available check the box **No Other Diagnosis Codes Available**
  - c. Either a diagnosis that meets medical necessity must be entered or a diagnosis that does not meet medical necessity + the box checked
4. Scroll to the bottom of the page and click on “Submit Missing Info Responses” or click on “Submit Responses” on the left side of the screen (below the edit list)

### Order Entry Form

Comments

**Accession Info**

Accession: [REDACTED] Client: COHCL

DOS [REDACTED] PID [REDACTED]

Patient Last Name [REDACTED] First Name [REDACTED]

**Patient Demographics**

Physician Name [REDACTED] NPI [REDACTED]

Sex: F - Female

DOB: [REDACTED]

**Diagnosis Information**

1	R10.9	2	[REDACTED]	3	[REDACTED]	4	[REDACTED]
5	[REDACTED]	6	[REDACTED]	7	[REDACTED]	8	[REDACTED]
9	[REDACTED]	10	[REDACTED]	11	[REDACTED]	12	[REDACTED]

No Other Diagnosis Codes Available

**Order Code Descriptions + associated primary DX pointers, when needed:**  
30100751 - H PYLORI BREATH TEST

R10.9	[REDACTED]	[REDACTED]	[REDACTED]
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## Adding New Users

1. Master User:
  - a. Coronis Health will set up the site administrator or Master User (typically practice manager).  
The Master User can then create and view Sub Users in the existing client set(s)
2. Sub Users:
  - a. On the Client Admin Page, select **Add New User**
  - b. Select **Sub User** under **Role for New User**
  - c. Enter the email address of the Sub User as the **User ID** (this ensures the User ID is unique)
  - d. Enter the Last Name, First Name as the **User Name**
  - e. Enter the email address of the Sub User in the **Email** field
  - f. Select the Clients this user will have access to from the drop-down box. The only clients listed in the box will be those assigned to the Master User
  - g. Select **Edits** for privileges for this Sub User
  - h. Select the **Missing Info Edits visible to User** assigned to this user.
  - i. Click **Submit User Information**
  - j. The Sub User will receive an email with their New User ID and temporary password. This information will be used to log in where they will be directed to the Settings Page to change their temporary password. When the Sub User has logged in, they will only see the Home page and Edits page

## FAQ

Q: How does a password for the portal get reset?

A: Users can click “Log in”, enter the User ID, and click “Reset Password”. Also, Master Users can reset the passwords of their sub users.

Q: Why are the successfully submitted edits in green still displayed?

A: The green edits will continue to display until the Coronis Health Financial System clears the edit and the portal user session has been refreshed.

Q: Can an edit be changed once it's green?

A: No. Once an edit has been submitted (green) it cannot be changed.

Q: What if an edit cannot be resolved by the client?

A: Click on **Comments** box at the top of the **Order Entry Form**. Type a brief description in the **Comment to submit:** field, and click **Save Comment**.