



SHARING FAQ

DEX™ Diagnostics Exchange has a feature called Sharing. Below is a list of Frequently Asked Questions (FAQs) to help the user understand how to use the Sharing feature.

TOPICS:

- **SECTION 1: GENERAL INFORMATION**
- **SECTION 2: FOR REFERENCE LABS**
- **SECTION 3: FOR CLIENT LABS**
- **SECTION 4: FOR MANUFACTURERS**

SECTION 1: GENERAL INFORMATION

1. What is the Sharing feature?

Sharing is a feature within the DEX™ Diagnostics Exchange that allows a client lab to see the reference lab's test details, including DEX Z-Code™ identifiers and CPT® Codes to be used for billing. You place the DEX Z-Code, obtained through Sharing, on the claims submitted to the payers. **If you are using a reference lab for a test, you do not have to enter and submit for a DEX Z-Code.**

2. How do I Make a Sharing Request?

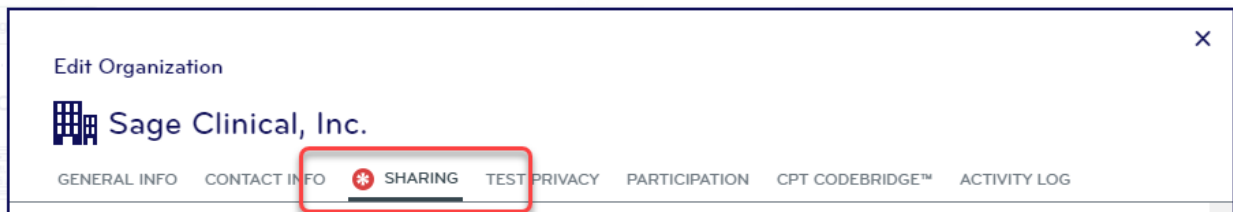
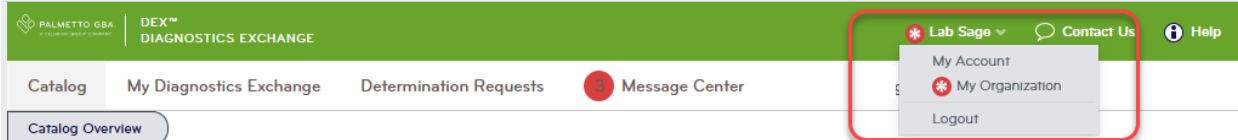
Once your organization is registered and your account is active:

- Select Labs & Manufacturers catalog
- Search for any of your reference labs
 - Click on that lab name link OR
 - Select the "+" sign to expand a parent organization's individual facilities, find the facility you send the specimen for processing (or testing)
- Select Request Sharing button at the top right corner.
- Once your reference lab "approves" your Sharing Request, find the DEX Z-Code by searching the Lab Tests catalog using the lab test code or name.
- Click on the test to see the DEX Z-Code to be added to your billing claim.

SECTION 2: FOR REFERENCE LABS

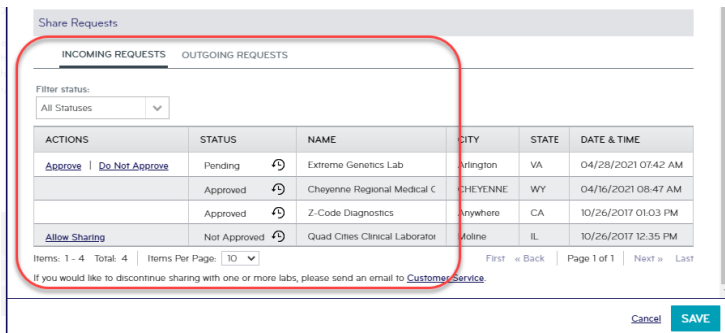
1. How does my laboratory know if another laboratory requested Sharing?

You will receive email notification from DEX customer service. Additionally, an orange badge will appear near My Organization link in the top right navigation bar when requests are pending as well as the Sharing tab as seen below.



2. How do I manage incoming sharing requests?

- 1) Login to DEX
- 2) Go to My Organization (click name upper right corner)
- 3) Select Sharing tab
- 4) Review Name of requesting lab
 - a. If you have a client billing relationship, select Approve
 - b. If you do not have a client billing relationship, select Do Not Approve





3. When I try to save the sharing request, I am getting an error. How do I fix this?

This is likely due to missing information in another area of My Organization. Look at the tabs under Edit Organization and you should find the source of the error. Most often this is due to an Inactive contact. To fix contacts (including clinical credentials), go to My Diagnostics Exchange, Users tab. From here you can add new users and/or add credentials for the clinical resource contact. For clinical resource error, select the 'other' credential if none apply. Once all required fields in My Organization are complete, you can save the request.

4. Once the Sharing Request is approved, how does this affect the privacy of my test information:

The DEX Z-Code, CPT code and Methodology will become visible, but all other fields marked private will remain private. To review privacy settings, go to My Organization> Test Privacy tab.

5. As a Reference Laboratory, is there a way to provide our DEX Z-Codes to Client Labs Registered in the Diagnostics Exchange and/or our Internal Billing Staff?

The Reference Laboratory can print a list of tests and/or provide a secure PDF document to Client Laboratories registered in the Diagnostics Exchange as well as distribute to your internal billing team.

- Click on My Organization link
- Click Sharing tab
- Click Download Report of All Offered Tests

NOTE: This report contains only tests performed in your laboratory.

6. May I include the DEX Z-Codes on my laboratory website?

NO, DEX Z-Codes may not to be added to any laboratory's websites, invoices, marketing, and/or published materials. For additional information please review the full DEX Z-Code Terms & Conditions by selecting My Organization link in the top right navigation bar, view the Z-Code Identifier Term & Conditions table at the bottom of the General tab, then select the most recent version number.

7. Can I choose to discontinue Sharing with a Client Laboratory?

In order to make any changes to your existing Sharing relationships, you must contact Customer Service at DEX.Customer.Service@PalmettoGBA.com.

8. Can I request Sharing with a manufacturer?

NO, sharing is intended to link client labs with their reference labs. As the manufacturer is not performing the test and therefore not a reference lab, there is no need for Sharing.



SECTION 3: FOR CLIENT LABS

1. How do I Make a Sharing Request?

Once your organization is registered and your account is active:

- Select Labs & Manufacturers catalog
- Search for any of your reference labs
 - Click on that lab name link OR
 - Select the “+” sign to expand a parent organization’s individual facilities, find the facility you send the specimen for processing (or testing)
- Select Request Sharing button at the top right corner.
- Once your reference lab “approves” your Sharing Request, find the DEX Z-Code by searching the Lab Tests catalog using the lab test code or name.
- Click on the test to see the DEX Z-Code to be added to your billing claim.

2. How do I check if my Sharing Request has been approved?

Go to My Organization by clicking your name in the top right navigation bar then click on Sharing tab to view the Status of incoming or outgoing requests.

Share Requests

INCOMING REQUESTS OUTGOING REQUESTS

Filter status:
All Statuses

STATUS	NAME	CITY	STATE	DATE & TIME
Not Approved	Hankins Lab	Malvern	PA	04/16/2021 08:51 AM
Approved	Cheyenne Regional Medical Center	CHEYENNE	WY	04/16/2021 08:50 AM
Pending	Lab of America	Billings	MT	04/16/2021 08:48 AM
Pending	Wesson Laboratories	Nashville	TN	10/26/2017 02:39 PM
Approved	Quad Cities Clinical Laboratory	Moline	IL	10/26/2017 02:38 PM
Approved	Z-Code Diagnostics	Anywhere	CA	10/26/2017 02:23 PM
Approved	ARUP	Madison	NJ	10/26/2017 01:02 PM

Items: 1 - 7 Total: 7 Items Per Page: 10

If you would like to discontinue sharing with one or more labs, please send an email to [Customer Service](#).

Cancel SAVE

Alternatively, an icon will also appear in Labs & Manufacturers catalog indicating laboratories that have requests pending, approved, or not approved. The definition of each icon can be seen below in the Sharing legend on the left-hand side of the screen.



The screenshot shows the DEX™ DIAGNOSTICS EXCHANGE interface. At the top, there are navigation tabs: Catalog, My Diagnostics Exchange, Determination Requests, and Message Center. Below this is a search bar with a dropdown menu set to 'Labs & Manufacturers'. A table lists various labs with columns for TITLE, ADDRESS, CITY, and STATE. A 'Sharing' legend on the left indicates three status categories: Approved (checkmark), Pending (double arrows), and Not Approved (exclamation mark). A red box highlights the 'Approved' status in the legend and the corresponding checkmarks in the table. A red arrow points from the legend to the table.

TITLE	ADDRESS	CITY	STATE
Another OHIO Test Lab	123 Main Street	Maumee	OH
ARUP	3 Gialda Farms	Madison	NJ
Cheyenne Regional Medical Center	214 E. 23RD ST	CHEYENNE	WY
Cowboys Nation	1 Cowboy Lane	Dallas	TX
Extreme Genetics Lab	847 McIntyre Road	Arlington	VA
Hankins Lab	Main Street	Malvern	PA
Independent Health Test Lab	123 Test Street	Test	MA
Lab of America	655 Elm St.	Billings	MT
Lab Tests International	123 Main Street	Broomfield	CO
LabCorp Birmingham	123 Main St	Birmingham	AL

3. How do I find the DEX Z-Code once the Sharing Request has been approved?

From the DEX Catalog Overview, there are 2 ways to search for the DEX Z-Code:

- Select the **Lab Tests catalog**. You may search by keyword (e.g., Test ID, Test Name) to find the specific test. You may choose to search for both the Lab Name and Test ID separated by a space in the Search field. Once you see the test in the search results, select the Test Name to view the Test Details page. You will find the DEX Z-Code on the Test Details page.
- Select the **Labs & Manufacturers catalog**. Search for your reference lab. Select the lab to view full menu. Once you locate the specific test, you may select the Test Name to view the Test Details page. You will find the DEX Z-Code on the Test Details page.

4. Can I search for a reference lab’s DEX Z-Code using the CPT code?

NO, at this time you cannot search the Catalog by CPT code – see previous question for best ways to search for lab tests and DEX Z-Codes.

5. If I cannot find the reference lab or the test listed in the DEX, what should I do?

Please contact your reference lab to let them know of your need for DEX Z-Code identifiers.

If your reference lab is not responsive, please feel free to contact Customer Service at DEX.Customer.Service@PalmettoGBA.com.

6. What if my reference lab sends out to another lab?

You will need to request sharing with the lab that *actually* performs the test to obtain the DEX Z-Code. If the request is not approved, contact Customer Service at DEX.Customer.Service@PalmettoGBA.com.



SECTION 4: FOR MANUFACTURERS

**1. My organization has registered as a manufacturer, but I do not have the Sharing tab.
Can I share my DEX Z-Codes?**

NO, if you are a Manufacturer, you do not have the ability to Share your DEX Z-Codes as you are not a performing lab. You will need to advise your clients to add the test to the Diagnostics Exchange to obtain the DEX Z-Code.