



LAB & MANUFACTURERS ADMINISTRATOR FAQ

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SECTION 1: MY ORGANIZATION

1. How can I manage my Organization's settings?

The My Organization link located in the top right navigation bar allows Administrator role to manage their organization including contact information, sharing requests, test privacy settings and health plan participation.

2. I need to Update the Administrator or Clinical Resource on the Contact Info tab, but do not see where to add a new User?

- Before you update the Contact Info tab, you need to set up your users.
- To add a new user, you will need to navigate to My Diagnostics Exchange> Users tab> Add User Record.
- Once the user is activated, you will be able to update the Contact Info tab in My Organization in the dropdown.

3. How can I add payers to my participation list?

- Administrators may add payers by navigating to My Organization> Participation tab. You can select any to add to your list.
- To discontinue participation with the payer requires communication with DEX Customer Service.



SECTION 2: USERS

1. How many people can have access to our organization and DEX Z-Code identifiers?

Each organization may have a limit of two individuals on their account.

2. What is the difference between a Lab User and a Lab Administrator?

- A **Lab or Manufacturer User** can browse the Catalog and DEX Z-Codes. They cannot add tests, manage the organization's account information or sharing requests.
- A **Lab or Manufacturer Administrator** can browse the Catalog and DEX Z-Codes. They have full permission to add and edit tests, manage the organization's information—including users, and sharing requests.

3. How do I add a user?

To add a new user, you will navigate to My Diagnostics Exchange> Users tab> Add User Record and follow these steps:

1. Choose a role (see #2 for Role Definitions),
2. Identify credentials (when applicable),
3. Complete the form and
4. Select the Save and Send Welcome Email button.

4. How do I make a user inactive?

Go to My Diagnostics Exchange> Users tab> click on Edit for that user> select Inactive from dropdown and then Save.

5. Can I inactivate my own user record?

NO, users cannot inactivate their own user records. To inactivate your record, contact another administrator for your organization, or contact DEX Customer Service at DEX.Customer.Service@PalmettoGBA.com.

6. Will colleagues within my organization who register as a Public User be able to view DEX Z-Codes™?

NO, Public Users of DEX will not have access to DEX Z-Codes.



SECTION 3: LAB TESTS AND DEX Z-CODE™

1. My lab sends testing to a reference lab. Do I need to add that test to the DEX Diagnostics Exchange?

You do not need to enter and submit the test performed by your reference lab; you should use the DEX Z-Code obtained through **Sharing** on your billing claims. Sharing is a feature within DEX that allows a client lab to obtain DEX Z-Codes for the tests sent out to reference labs.

2. How can I view DEX Z-Codes for other Labs?

To view DEX Z-Codes from your reference labs, you must request **Sharing** with them.

- 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.

3. Where do I go to view and manage the tests for my organization?

Go to My Diagnostics Exchange> Lab Tests tab. You can use the search field or the filter status drop down menu to find specific tests. On this tab, you may also Add Tests and Edit existing tests.

4. How do I discontinue a test that our lab no longer offers?

The test can be retired by selecting My Diagnostics Exchange> select the lab test> click Edit> navigate to Effective Dates> set the End date field to inactivate the test> click **Submit**.

5. Why does my test show as Inactive?

- Throughout the DEX Z-Code assignment process the test status will change from "In Review", to "Inactive", to "Active". The Inactive status indicates that your test has been processed and you will receive email notification when it becomes Active with a DEX Z-Code.
- A test will also appear as Inactive when it is retired.

6. Why does my test show as Draft status?

A test in "Draft" has either not been submitted for DEX Z-Code assignment yet or our team has reviewed the test and we require further clarification. If further clarification is needed, our team will email the administrators with questions.

7. Why does my test show as In Review?

Once a test is submitted it will show up as "In Review" and cannot be edited until it becomes "Active" with a DEX Z-Code.

8. How long does the DEX Z-Code assignment take?

The DEX Z-Code assignment can take several weeks once submitted. If during this time you need to add something to your test or have any questions, contact us at DEX.Customer.Service@PalmettoGBA.com.

9. What if I need help that isn't listed here?

Any user can click the Help link located at the top right of the screen when logged into the DEX application. The Help file provides detailed instructions for working with DEX Diagnostics Exchange.



The Help file can be navigated by clicking on the links provided on the home page.