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.

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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

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www.LabCorp.com

For more information, visit **www.LabCorpSolutions.com.**