

# EpicCare Link Frequently Asked Questions

## What is happening with the Provider Portal for Exact Sciences Laboratories?

- Exact Sciences Laboratories will be replacing our Provider Portal with EpicCare Link.

## Why are you moving to EpicCare Link?

- We are implementing Epic to improve our ordering, resulting and reporting systems and as a result, our current Provider Portal will need to be replaced.
- Change the focus of the Portal from order centric to patient centric, to mirror your current office processes/patient interactions.

## When are you planning to make the switch?

- We are making the switch to EpicCare Link on July 29th.

## Will I be able to log in with my current username?

- Yes. If you have logged into the current Portal since May 2018, your current username will be converted over to EpicCare Link.

## Will I have to change my password?

- For security purposes, the first time you log into EpicCare Link, you will be required to establish a new password. You will receive a temporary password via email on July 29th.
- If you don't receive the email with your temporary password, please reach out to Provider Support for assistance.
- The "Forgot Password" function in EpicCare Link only works to recover your password after you've successfully logged in.

## Will there be an impact to ordering (outage)?

- We expect the Provider Portal to be unavailable from 7 PM CDT on Friday, July 26 until 6 AM CDT on Monday, July 29 when EpicCare Link becomes available. If there are any changes, we will notify our Provider Portal users as soon as possible.

## What are the main differences (functionality) between the Portal and EpicCare Link?

- Improved user account management, including managing your password, can now be completed through a self-service environment, instead of needing to contact Provider Support.
- Designees can be assigned to specific providers for ordering, results processing and results availability email notifications.
- Ability to attach an insurance card file to a patient's order.
- Electronic messaging capability with Exact Sciences Laboratories Provider Support representatives.

## If I'm a designee for several providers in my office, will I have to re-establish my access after you move to EpicCare Link?

- Your current Provider Portal designee permissions will be set up for you in EpicCare Link. As a default, you will be given access to all providers in your office – you can manage your access through the account management functionality.

## Who can I contact if I have questions?

- Our Provider Support team is available at **1-844-870-8870** to answer any questions you have about this change. You can also send an *In Basket* message to our Provider Support team from within EpicCare Link.