

Classic vs. Modern Lab Portal

Classic Functions	Modern Portal	Classic Portal	Usage in Modern Portal:
Account Administration (view users)	✗	✓	In the Classic Portal this has limited function and can only view existing users. Not present in the Modern Portal.
VSP Payment Statements • (Tax Summary, Remittance Advice, etc.)	✗	✓	
Eyefinity Account Statement	✗	✓	Renamed to "Biller Direct."
VSPOnline links	✗	✓	
Lab Service Reports	✓	✗	Now accessed by clicking an order hyperlink OR "view" in single order processing.
Transaction Reports and Voided Order Reports	✗	✗	No longer available in either portal.
Retrieve/Accept New Orders	✓	✗	Renamed to "New Orders."
Assign "Subset of Order" or "Sequential Invoice"	✓	✗	Order numbers can be manually keyed but will not auto-fill.
Review Orders	✓	✗	Renamed to "Accepted Orders." • View is now only used to Complete orders.
Complete Order	✓	✗	Can be used for individual or multiple orders.
Request Multiple Order Processing	✗	✗	There is no dedicated "Multiple Order" page.
Void Order	✓	✗	May take 1-2 hours for the provider to regain access to the order
Modify Order	✓	✗	Classic eClaim orders cannot be modified in Modern: "This order cannot be modified because it was submitted through a classic ordering portal. Please void the order and advise the practice to resubmit."