



Classic vs. Modern Lab Portal

Lab Portal Functions

Classic Functions	Modern Portal	Classic Portal	Usage in Modern Portal:
Account Administration • (view users, manage passwords, etc.)	✗	✓	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."
Frame Management • Import lab supplied frame data	✗	✓	
VSPOnline links	✗	✓	
Lab Service Reports	✓	✓	Now accessed by clicking an order hyperlink OR "view" in single order processing.
Transaction Reports	✗	✓	
Voided Order Reports	✗	✓	
Retrieve/Accept New Orders	✓	✓	Renamed to "New Orders."
Assign a Subset of Order Number	✓	✓	Order numbers can be manually keyed but will not auto-fill.
Assign Sequential Invoice Numbers	✓	✓	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	✓	✓	User must be logged in to the same portal version the order was sent through. • If an order was created in Classic eClaim, it must be modified in Classic eClaim.



Expected Errors when Processing Modern vs. Classic Orders

If the order was submitted with:	User Command	Using Modern Portal	Using Classic Portal	Error Messages:
Order submitted using Classic eClaim or PMI	Search	✓	✓	
	View	✓	✓	
	Accept	✓	✓	
	Complete	✓	✓	
	Print	✓	✓	
	Void	✓	✓	
	Assign Invoice	✓	✓	
	Modify	✗	✓	"Log in to the Classic lab portal to modify this order."
	Order submitted using Modern eClaim or ClearingHouse Web	Search	✓	✗
View		✓	✗	
Accept		✓	✗	
Complete		✓	✗	"Order cannot be found." User must log in to the modern lab portal to process modern eClaim Orders.
Print		✓	✗	
Void		✓	✗	
Assign Invoice		✓	✗	
Modify		✓	✗	
Private Pay (Z-Orders)		All functions	✓	✓