DIAGNOSTIC LABORATORY OF OKLAHOMA

Key Contact and Resource Guide

We've created this guide to serve as a convenient, go-to reference for your Diagnostic Laboratory of Oklahoma (DLO) account information, key contacts, and helpful resources.

Keep this guide handy as a resource for your team, and refer to it whenever you need assistance. We're proud to partner with you and are here to help make working with DLO as seamless and convenient as possible.



Account Name and Number:

Account Executive: **Phone No.:**

Email:

Customer Solutions Specialist: **Phone No.:**

Email: **Specimen Pickup Time:** **AM/PM**

DLO Directory/Key Contacts

DLO Corporate Office Line
Toll Free: 1.800.891.2917
Local: 405.608.6100
www.dlolab.com/contact

DLO Materials & Supplies
Toll Free: 1.800.891.2917 (option 4) Fax: 866.865.1810
Digital Order Form: https://www.dlolab.com/supply-catalog
dloclientsupply@questdiagnostics.com

DLO Sales Support
Toll Free: 1.800.891.2917 (option 5) | Fax: 405.608.6215
dlo.sales@questdiagnostics.com

DLO Cytology
Toll Free: 1.800.891.2917 (option 8)

DLO Client/Customer Services
Toll Free: 1.800.891.2917 (opt. 2) | Local: 405.608.6100 (opt. 2)
Add-on Email: dgxDLOTestAddOn@questdiagnostics.com
Add-on Fax: 405.213.1661

DLO Billing & Billing Solutions
Toll Free: 1.800.891.2917 (option 6)
Provider Inquiries: Patient_Billing@questdiagnostics.com
Patient Inquiries: JVPatients@questdiagnostics.com

DLO Courier Dispatch/Specimen & STAT Pickup
Toll Free: 1.800.891.2917 (option 3)
*To request a Quanum Lab Services Manager account, please call the Quanum Help Desk number on next page.

***For IT support or Pathology Services, please call Customer Service.**

Helpful Resources

Quest Diagnostics Resources

Quest Diagnostics' Employer Solutions - 800.877.7484

Genetic Counselor Hot Line - 866.GENE.INFO (866.436.3463)

Toxicology Specialist - 877.40.RXTOX (877.407.9869)

Patient Self-ordered testing - https://www.questhealth.com/

IntelliTest Manager -
https://intellitestmanager.questdiagnostics.com/

Quest Test Directory -
https://testdirectory.questdiagnostics.com/test/home

Quest IntelliDraw -
https://intellidraw.questdiagnostics.com/home

Quanum Lab Services Manager -
https://www.questdiagnostics.com/healthcare-professionals/lab-tools-it-systems/quanum-lab-services-manager

DLO Website Resources

Main Page - https://www.dlolab.com/

Client Billing and Payments
https://www.dlolab.com/providers/billing-and-payments

Coverage and Coding Guidelines and Policies -
https://www.dlolab.com/providers/coverage-and-coding-guidelines-and-policies

DLO Insurance and Payor Information -
https://www.dlolab.com/insurance-list

DLO Virtual Test Guide for frequently ordered tests -
https://www.dlolab.com/virtual-test-guide

Ordering and Results
https://www.dlolab.com/providers/ordering-results

Patient Lab Results -
https://www.dlolab.com/patients/patient-lab-results

Patient Service Centers and Contracted Draw Sites -
https://www.dlolab.com/dlo-locations

Provider Forms -
https://www.dlolab.com/providers/tools-and-resources/provider-forms

Supply Catalog & Digital Ordering options -
https://www.dlolab.com/supply-catalog

Diagnostic Laboratory of Oklahoma (DLO) maintains policies, procedures, and administrative technical, and physical safeguards designed to protect the privacy and security of individuals' protected health information (PHI). DLO complies with all applicable federal, state, and local laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA), and routinely reviews its practices to ensure ongoing regulatory compliance. For additional information regarding DLO's privacy practices, please visit dlolab.com/notice-privacy-practices, which contains the most current and authoritative information.