

# Key Contacts

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My Account # \_\_\_\_\_

Account Exec. \_\_\_\_\_ Phone \_\_\_\_\_

E-mail \_\_\_\_\_

Specialty Acct. Exec. \_\_\_\_\_ Phone \_\_\_\_\_

E-mail \_\_\_\_\_

IT Contact \_\_\_\_\_ Phone \_\_\_\_\_

## Helpful Resources

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Consult with our experienced team to get the insights you need. Call the appropriate helpline below and connect to the first available expert most qualified to answer your question.

DLO Customer Service	405.608.6100 or 800.891.2917, Option 2
DLO Logistics and STAT Pickup	405.608.6100 or 800.891.2917, Option 3
DLO Supplies	405.608.6100 or 800.891.2917, Option 4, then Option 1 866.865.1810 Fax
DLO Sales Support	405.608.6100 or 800.891.2917, Option 5 405.608.6215 Fax
DLO Billing	405.608.6100 or 800.891.2917, Option 6
DLO Cytology	405.608.6100 or 800.891.2917, Option 8
Connectivity/Quantum Help Desk	800.697.9302
AmeriPath <a href="http://ameripath.com">ameripath.com</a>	405.227.5493

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DLO is committed to protecting the confidentiality of an individual's health information in compliance with all applicable federal, state and local laws and regulations. For more information about our privacy practices, please visit [dlolab.com](http://dlolab.com) which contains the most up-to-date information.

# Helpful Resources

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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)

## [dlolab.com](https://dlolab.com)

Quest Diagnostics' Test Directory - [dlolab.com](https://dlolab.com) home page  
*Test and specimen requirements*

Quantum™ Lab Services Manager - [dlolab.com](https://dlolab.com) home page

- *Simplified lab ordering*
- *Supply ordering*
- *Specimen pickup*
- *Enhanced results*
- *Pricing transparency*
- *Billing trailers*
- *Full test menu*
- *Online Test Directory*

IntelliTestManager.com

*Test changes and lab updates*

DLO Insurance Network - [dlolab.com/insurance](https://dlolab.com/insurance)

*List of preferred and in-network health plans accepted by DLO*

Medicare Limited Coverage Policies (MLCP) - [dlolab.com/mlcp](https://dlolab.com/mlcp)

*List of preferred and in-network health plans accepted by DLO*

Virtual Test Guide - [dlolab.com/vtg](https://dlolab.com/vtg) or [virtualtestguide.com](https://virtualtestguide.com)

*Complete test, specimen requirements and collection guides for select tests*

QuestDirect™ - [dlolab.com/questdirect](https://dlolab.com/questdirect)

*Patient Self-Ordered Laboratory Testing*

Choose to Know through DLO - [dlolab.com/choose-to-know](https://dlolab.com/choose-to-know) or [choosetoknow.com](https://choosetoknow.com)

*Patient and Provider Education*

MyQuest Patient Portal - [myquest.questdiagnostics.com](https://myquest.questdiagnostics.com)

*Patient lab results and testing information*