

Inform Texas Health Steps Providers that the DSHS Laboratory Web Portal is Not Available by Nov. 18

Background:

On Oct. 25 the Texas Department of State Health Services (DSHS) Laboratory reported that the Laboratory Web Portal application for public health microbiology and clinical chemistry results experienced unexpected technical difficulties and is currently shutdown. On Oct. 29 the DSHS Laboratory reported that provider report cards are also unavailable on the Laboratory Web Portal.

The DSHS Laboratory is actively working on a solution or a replacement web application. Providers who normally receive results by the Laboratory Web Portal will have reports sent to them by mail monthly.

Action:

Communicate to Texas Health Steps providers that use the Laboratory Web Portal the below information by Nov. 18:

- The DSHS Laboratory Web Portal is currently not available.
- Reports will be mailed monthly to providers.
- If a provider wants to get laboratory reports via fax the provider should:
 - Complete a Submitter Identification Request Form
 - Email the completed form to LabInfo@dshs.texas.gov or fax to 512-776-7533

For questions or missing reports providers should email LabInfo@dshs.texas.gov or call 512-776-7578.

Contact:

Terri Sparks RNC at 512-776-2816 or terri.sparks@hpsc.state.tx.us

Type: Action Required

To: STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: Other