



## TMF Client Support

The Medical Foundation (TMF) values your time, your business, and respects your laboratory needs. Please contact us at one of the following areas for the appropriate assistance.

For assistance with...	Contact	Available
<ul style="list-style-type: none"> <li>• Adding and/or cancelling tests</li> <li>• Retransmitting electronic interfaced results</li> <li>• Reprinting or faxing paper chart</li> <li>• Test/pricing information or requirements</li> <li>• Most questions and requests</li> </ul>	<b>TMF Client Services</b> P: (574) 236-7263 or 1-800-950-7263 F: 574-234-3983	24/7
<ul style="list-style-type: none"> <li>• Account billing or invoice questions</li> </ul>	<b>TMF Billing Call Center</b> P: 574-204-5536 and 574-204-5258	Mon – Fri 8am-5pm ET
<ul style="list-style-type: none"> <li>• Lab test build information or questions</li> </ul>	<b>Online Test Directory at</b> <a href="http://www.sbmf.org">www.sbmf.org</a>  <b>or Clinical Software Applications</b> E: <a href="mailto:csa@sbmf.org">csa@sbmf.org</a>	Online 24/7  CSA department Mon – Fri 8am-5pm ET
<ul style="list-style-type: none"> <li>• Provider updates (additions, edits, removals)</li> </ul>	<b>Provider Updates</b> E: <a href="mailto:providerupdates@sbmf.org">providerupdates@sbmf.org</a> (Send provider first, last name, NPI, address, phone, fax.)	Mon – Fri 8am-5pm ET
<ul style="list-style-type: none"> <li>• Interface connectivity questions or issues</li> <li>• SB Online password resets</li> </ul>	<b>TMF Information Tech Support</b> P: (574) 204-4591 or 1-855-204-4591 E: <a href="mailto:servicedesk@sbmf.org">servicedesk@sbmf.org</a>	24/7
<ul style="list-style-type: none"> <li>• Not receiving electronic results in your Electronic Medical Records or Laboratory Information System, <b>AND</b> you receive results via Michiana Health Information Network (MHIN)</li> </ul> <p style="text-align: center;">-----</p> <ul style="list-style-type: none"> <li>• Not receiving electronic results in your Lab Information System and you direct-connect with TMF</li> <li>• Other specific interface questions or issues</li> </ul>	<b>MHIN Helpdesk</b> P: (574) 968-1018 or (866) 268-3016 E: <a href="mailto:help@mhin.com">help@mhin.com</a> (Do not send PHI. PowerChart EHR clients can use Message Center to securely send PHI.)  ----- <b>TMF Interface Support</b> P: 1-800-544-0925 ext 1776 E: <a href="mailto:sbmf-fsi@sbmf.org">sbmf-fsi@sbmf.org</a> (Send securely if contains PHI.)	Mon – Fri 7:30am-5pm ET  ----- Mon – Fri 8am-5pm ET
<ul style="list-style-type: none"> <li>• SB OnLine (online lab orders and/or results viewing/printing) – Passwords can also be reset by Information Tech Support (see above)</li> </ul>	<b>TMF SB OnLine Support</b> P: 574-204-4778 E: <a href="mailto:sbonline@sbmf.org">sbonline@sbmf.org</a> (Send securely if contains PHI.)	Mon – Fri 8am-5pm ET