

SBMF Client Support

South Bend Medical Foundation (SBMF) 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
- Adding and/or cancelling tests - Retransmitting electronic interfaced results - Reprinting or faxing paper reports - Test/pricing information or requirements - Most questions and requests	SBMF Client Services P: (574) 236-7263 or 1-800-950-7263 F: (574) 234-3983	24/7
Account billing or invoice questions	SBMF Billing Call Center P: (574) 204-5536 and (574) 204-5258	Mon – Fri 8am-5pm EST
Lab test build information or questions	Online Test Directory www.sbmf.org or Clinical Software Applications (CSA) E: csa@sbmf.org	Online 24/7 Mon – Fri 8am-5pm EST
Provider updates (additions, edits, removals)	Provider Updates E: providerupdates@sbmf.org (Send provider first, last name, NPI, address, phone, fax.)	Mon – Fri 8am-5pm EST
- Interface connectivity questions or issues - SB OnLine password resets	Information Technology Support Services P: (574) 204-4591 or 1-855-204-4591 E: servicedesk@sbmf.org	24/7
----- Cerner Reference Lab Network (RLN) clients: Interface connectivity issues, or issues with transmitting orders or receiving results ----- iSalus clients: Interface or connectivity issues	----- Cerner eService (create ticket and provide any examples) ----- iSalus support P: (317) 536-3978 E: Support@iSalusHealthcare.com	----- Mon – Fri 8am-5pm EST
For assistance with	Contact	Available
- Not receiving electronic results in your Electronic Medical Records or Laboratory Information System, AND you receive results via Michiana Health Information Network (MHIN) ----- - Not receiving electronic results in your Lab Information System and you direct-connect with SBMF - Other specific interface questions or issues	MHIN Helpdesk P: (574) 968-1018 or (866) 268-3016 E: help@mhin.com (Do not send PHI. PowerChart EHR clients can use Message Center to securely send PHI.) ----- SBMF Interface Support P: 1-800-544-0925 ext. 4721 E: sbmf-fsi@sbmf.org (Email securely if sending PHI.)	Mon – Fri 7:30am-5pm EST Mon – Fri 8am-5pm EST
SB OnLine (online lab orders and/or results viewing/printing) – Passwords can also be reset by Information Technology Support Services (see above)	SB OnLine Support P: (574) 204-4778 E: sbonline@sbmf.org (Email securely if sending PHI.)	Mon – Fri 8am-5pm EST