

AmbryPort®

Key Questions

Q: What are the updates going live in the new Portal?

A: The updated Portal will offer a new ordering interface with an elevated look and feel, as well as streamlined functionality. The number of clicks, fields, and required inputs have been reduced, providing a faster ordering experience. Changes to the ordering flow have been incorporated to make the experience more intuitive.

Q: What will the user experience be like logging into the Portal?

A: Upon initial login, you will notice a new landing page design. You can access your account with the same username and password to view your ordering history. There is no additional action required to login and view information. Your account information will automatically be ported over and you can immediately begin ordering, downloading reports, and communicating with Ambry.

Note: Unsubmitted orders must be sent by June 8.

Q: Will insurance forms be included in the new AmbryPort?

A: Yes, all but UnitedHealthcare. Prior authorization for UnitedHealthcare will no longer be available through the BeaconLBS Portal. For questions, contact customer support info@ambrygen.com.

Q: Are there future enhancements planned?

A: Yes, there will be several releases of new features planned for 2021 including integrated metrics and reporting, enhanced kit ordering and tracking, and further updates to streamline the Portal experience.

Q: When will this be released?

A: This release is planned for June 10, 2021.

Q: What if I have questions about the new Portal?

A: A new user guide will be available for reference in the Portal under the Resources tab in the upper righthand corner of the main Portal page once activated.

If you have questions, contact your Ambry representative or email APfeedback@ambrygen.com.