

Employer Solutions Contact Information

Locate a drug screen location / collection site

Go to EmployerSolutions.com. Choose *Collection Services* under the *Take Action* links, and then *Locate a Collection site* to make an appointment. You can also call **877-203-4620**, 24 hours a day / 7 days a week to locate a collection site.

Inquire about drug test results*

Go to EmployerSolutions.com. Choose *Contact Us* from the *Take Action* links and select *Specimen Status Inquiry*.

- ✓ You can also reach us by email at resultsinquiry@questdiagnostics.com.
 - ✓ If you know your account number and security pin, you can check by phone 24 hours a day / 7 days a week by calling **877-203-5214**.
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Order drug testing supplies or requisitions

Go to EmployerSolutions.com. Choose *Contact Us* from the *Take Action* links, select *Other* and then *Supply Order*. You can also send your order by email to es.orders@questdiagnostics.com or by fax to **267-436-3541**.

Online access

Go to EmployerSolutions.com. Choose *Customer Login* under the *Take Action* links.

Billing inquiries

Call **800-345-2455**. Available Monday-Friday, 9 a.m. – 4:30 p.m. ET.

Set up a drug test account

Go to EmployerSolutions.com. Choose *Get Started With Us* from the *Take Action* links.

Make changes to your drug testing account*

Go to EmployerSolutions.com. Choose *Contact Us* from the *Take Action* links and select *Account Changes*. You can also send your change request by email to clientchanges.es@questdiagnostics.com.

Speak with a customer service representative

Call **800-877-7484**. Available Monday-Friday, 8 a.m. – 8 p.m. ET.

*Please note that to protect donor confidentiality, results will only be provided to persons authorized on the account.