

Transitioning from CCF imaging – July 16, 2021

The system utilized to view digital copies of the Custody and Control Form (CCF), known as *CCF Imaging*, will be replaced by the Employer solutions Portal (ESP).

ESP offers an upgraded user experience with intuitive controls and customization. Access to ESP is determined on a case by case basis as transitioning over to ESP may impact individual users and not whole organizations as it relates to viewing copies of the CCF.

Q1 When will the CCF imaging system shut down?

A1 On July 16, 2021. We have resources in place to help you come onboard the ESP platform and to facilitate a seamless system change.

Q2 How will I be able to see my CCF images and how can I have access to them going forward?

A2 You will see CCF images through the ESP system. ESP can help to reduce your clicks and streamline your workflow to enable you to make faster, more informed decisions.

Q3 Who can I contact to discuss viewing images in ESP?

A3 Please send an email to clientinquiry@QuestDiagnostics.com with the following required information.

- Company name
- Account number(s)
- Username for CCF imaging
- Phone number
- Email address

You may also contact us at **1.833.661.1208**. The same information listed above will be necessary to look up your account and discuss your transition into ESP.