

LKCareEvolve Release Notes

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For ELLKAY Customers



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Introduction

LKCareEvolve is ELLKAY's Orders and Results Outreach Portal. It is a cloud-based application that allows users to submit orders to the Lab, run medical-necessity checks, validate required information, view results, and more. It provides providers with quick, efficient electronic ordering features, helps Labs streamline operations, enables robust connectivity options, and supports Labs in maximizing their reimbursements.

This release strengthens the reliability, efficiency, and usability of LKCareEvolve by improving order and result processing, reducing manual intervention, and enhancing the overall user experience.

If you have questions or need guidance on any specific modules or settings, please contact your ELLKAY Account Manager at LabAccountManagement@ELLKAY.com.

Enhancement & Bug fixes

Enhancement	Change Details	Value
Outbound Messages	Orders and results that run into an issue are now automatically set aside after two attempts, so the rest of the queue keeps moving instead of stalling behind a single message that needs attention.	Helps identify issues faster and prevents a single problem message from holding up the rest of your outbound queue.
Report Comment	Report comments are now easier to view, with the option to expand or collapse them.	Clearer report comments help staff provide more accurate answers to ordering questions, supporting better result quality.
By Incomplete Order	On the By Incomplete Order page, an issue that could leave an order locked after a PSC (Patient Service Center) user saved has been resolved. The lock is now properly released as soon as the order is saved.	PSC staff no longer lose access to an order once it has been saved, reducing unnecessary delays when working through incomplete order queues.
Requisition	Added capability to add Alternate Description and Specimen Type.	Gives labs more complete, clearly labeled test and specimen information on requisitions, helping reduce errors before testing begins.
Orders – Billing Report	The Orders - Billing audit report now includes the Insurance Code field	Reduces billing errors and speeds up the audit process by making it easier to distinguish between insurance companies with similar names.
PSC Location Display	For PSC (Patient Service Center) users, the practice/location selector is now consistently visible, including in the user profile menu on smaller screens.	Helps PSC staff confirm they're working in the correct location before processing orders.
Insurance Data Export	The List in Excel option on the Insurance data page (Lab Admin) now generates and downloads the file as expected.	Restores the ability for administrators to export insurance data for offline review.
Label Generation	Corrected the logic used to generate specimen label suffixes, so they only increment when a single order truly requires multiple containers.	Helps ensure specimen labels are generated correctly, reducing labeling errors during sample collection.