

North Carolina At-Home COVID-19 Test Collection Program

FNS Call Center Script

The following narrative can be used in response to any questions related to NCDHHS' at-home testing program that are received by FNS call center operators:

The at-home testing program is being administered by NCDHHS in partnership with LabCorp's Pixel laboratory service. FNS is not involved in the management of the program, but we'd be glad to direct you to the appropriate resources.

[Depending on the nature of the inquiry, respond to/direct the caller as follows]:

Program eligibility	Individuals currently receiving FNS / EBT (food stamp) benefits are eligible to receive a free at-home testing kit from Pixel. For more information, please visit www.pixel.labcorp.com/nc .
Ordering a test	At-home test kits can be ordered directly from LabCorp Pixel via www.pixel.labcorp.com/nc .
Specific question related to receiving, performing, shipping tests or viewing results	Detailed frequently asked questions and answers regarding the Pixel Covid-19 At-Home Testing process can be found on Pixel's FAQ page at www.pixel.labcorp.com/nc .
"I have tested positive or I have specific questions about my results "	Please reach out to your healthcare provider with questions about your result / what you should do when you have a positive result. If you do not have a healthcare provider, you can reach out to your local health department by selecting your county via NCDHHS: County Health Departments .
"I have already checked Pixel's FAQ and have not found what I am looking for"	I'm sorry to hear that. Please let me provide the contact information to reach Pixel's dedicated Support line at (800) 833-3935 or via email at support@pixel.labcorp.com