



Important Laboratory Billing Information

As part of your office visit, your physician has ordered lab testing from Quest Diagnostics. One of our laboratories will perform your testing and report the results to your physician.

Quest Diagnostics is the nation's leading provider of diagnostic testing and services in the United States, with labs and Patient Service Centers across the country. Our medical staff includes doctors, lab technologists and phlebotomists (health care workers specially trained to draw blood) who are dedicated to providing the lab test your physician has ordered.

Will I receive a bill from Quest Diagnostics?

In many cases, you will receive a bill from Quest Diagnostics. Charges for lab tests are not included in the charges for your physician visit, but are billed separately by Quest Diagnostics. However, if your physician provides Quest Diagnostics with all of the information we need to bill your insurance company, we will first submit the charges to your insurance. After we have received a payment from your insurance company, you may receive a bill for the remaining portion.

Be sure to give your current insurance information to your physician's office. If you go to a Quest Diagnostics Patient Service Center, please provide your insurance information to our staff, as well. Doing so will help ensure that our initial bill for your lab test is submitted to your insurance company and not directly to you.

What should I do if I am directly billed?

If you are directly billed for lab testing and you have insurance, call our Patient Call Center at the toll-free number below and provide us with your current insurance information so we can bill your insurance company directly.

•1-800-366-6635, Option 1

(Se Habla Español)

Or, if you prefer, you can update your insurance information at our web site

www.questdiagnostics.com

(Click on "Update insurance information" under the heading "Online Services").

Once your insurance company has processed your claim, you may receive a bill from Quest Diagnostics indicating the amount your insurance company paid, as well as the balance due from you.

If my insurance pays, why would there be a balance due from me?

Often, many insurance companies do not cover the entire charge. The three most common reasons you may have to pay a balance are

1) You have not met your deductible...

Deductible - A specific annual dollar amount set by the insurance company that must be paid by the patient before the insurance company will begin to make payments for services.

2) You are responsible for a co-insurance portion or specific percentage of any charges...

Co-Insurance - The portion of the allowed charges that is the patient's responsibility. Usually, a specified percentage of the allowed charges billed.

3) Your policy requires a co-payment...

Co-Payment - The portion of the cost of the laboratory testing, which must be paid by a patient

What if I have a question about my bill?

If you have a question or concern about your Quest Diagnostics bill, you should contact your insurance company or our Patient Call Center at the toll-free number above.