

**How to Contact:**

**Patient Billing Customer Service Line:** (800) 421-7110 menu option 5 and then 2  
**FAX no:** (661) 799-5256

**Send correspondence to:**  
**27027 Tourney Road**  
**Valencia, CA 91355**

**Frequently Asked Questions**

**Why is *Specialty* billing me?**

Specialty Laboratories Inc. received a test order either directly from your physician or indirectly through another reference laboratory. *Specialty* performed the laboratory testing requested and is now billing for those services. This bill is separate and distinct from any bills you may have received from your physician and/or hospital services.

**Does *Specialty* accept credit card payments?**

Specialty Laboratories Inc. accepts all major credit cards for payment of bills. Please call our Patient Billing, Customer Service line identified above. Please have ready the invoice number from your statement that you are paying, your credit card name, number, expiration date and the amount of your payment.

**Can I pay my bill in monthly installments?**

We will consider monthly payment installments if there is extreme financial hardship. Please contact our Patient Billing, Customer Service line for the appropriate form to complete.

**Why are you billing me instead of my insurance company?**

We do bill insurance companies as a courtesy. When we get complete insurance information and submit a claim on your behalf, you will receive a statement with a message providing notice of this insurance billing. If you initially received a statement requesting payment in full it is likely that we did not receive complete insurance information. Please call our Patient Billing Customer Service line and provide complete insurance information and we will submit a claim to your insurance company.

**Why are you billing me if my insurance company hasn't paid?**

Due to the large volume of claims we submit on behalf of our patients, we are only able to bill insurance as a courtesy. If after 60-90 days of submitting a claim, we have not yet received payment, or only received partial payment from your insurance carrier, we will send you billing statements. As the beneficiary of the insurance coverage, you are in the best position to contact your insurance company for an explanation. You can submit your statement to your insurance company as well.

**Can you bill my secondary insurance?**

We do not bill secondary insurance companies, however, please inform us if you have Medicare or Medicaid as secondary coverage, in that case we will not bill you for the balance due.

For any other coverage, you may send the billing statement you received from Specialty Laboratories Inc. along with the Explanation of Benefits (EOB) from your primary insurance to your secondary insurance carrier for appropriate reimbursement.

**Why am I being billed for duplicate tests?**

We bill insurance carriers using Common Procedural Terminology (CPT) codes. Many tests involve procedures that must be performed multiple times or in similar ways (same procedure code) to get the most accurate and useful results. The billing claims and statements may appear as “duplicate” for this reason, but that is not the case.

**Why did you bill my insurance with the wrong codes? My insurance will pay the claim if you rebill with the correct codes.**

We can only bill with the diagnostic code(s) supplied by the ordering physician. It may be that we did not receive a diagnosis code from your physician or we did not receive a code that specifically addresses the test(s) ordered. Please contact your physician to inquire if the code(s) supplied indicate specifically the reason he ordered the respective test(s). If there are any updates to be made, please have your physician send this information to us in writing via the FAX number or address supplied above.

**Why aren't you covered by my Managed Care Network?**

Specialty Laboratories Inc. is currently contracted with over 90 National and Regional Managed Care Networks (MCNs). We attempt to become a participating provider in as many networks as possible. If your network sent us your laboratory testing, it is likely due to the specialized testing we perform that may not have been available within your network of providers.

**Can you consolidate all of my accounts into one bill?**

Due to the structure of our billing system, we generate a new account for every test order received for you. We are currently not able to consolidate the accounts onto one bill.

**Why was my account turned over to collections?**

We send a minimum of three statements over at least a three-month period. If we have not heard from you regarding the billing statements or attempts to resolve it, your account may be sent to an outside collection agency.