

BILLING INFORMATION FOR YOUR LAB TESTS

Your lab testing will be provided by Mercy Diagnostics. They are separate from the Biologic Healthcare office and are billed independently. The information below will give you a better understanding of how the billing process works.



- Mercy Diagnostics is a participating laboratory for **Medicare and Medicaid**. Plan participants are liable for deductibles, coinsurance and copays. Mercy Diagnostics will bill you for amounts due.

- For all **other insurance plans**, Mercy Diagnostics will file a claim for your laboratory services. Mercy Diagnostics will accept payment from your insurance company as payment in full.

Your insurance company may pay you directly for services provided by Mercy Diagnostics. In such cases you are expected to forward payment to Mercy Diagnostics Immediately. The check can be endorsed to Mercy Diagnostics in order to save you time. If you prefer to cash it and send a personal check, that is acceptable as well.

- You may receive an **Explanation of Benefits** (EOB) indicating your lab services are “out of network.” Please keep this EOB for your records but **do not** forward any payment to Mercy Diagnostics.

- **Self pays** are billed at Medicaid rates. You will get a bill that you are responsible to pay. We can give you a cost of the labs prior to having them done. If you need to set up a payment plan to pay your balance, call their Billing Department at 856-437-5245 and they can help you arrange a payment plan that works for you.

- If you are NOT a self-pay or covered by Medicaid/Medicare, you should not receive a bill. If you do, you can disregard it. Biologic Healthcare includes updated insurance information when we send the lab requisitions.

- There are some tests that Mercy Diagnostics performs that are not covered by insurance companies. Some testing may be considered experimental, genetic, or esoteric in nature and not covered under the Mercy Diagnostics billing paradigm. If denied, you may be responsible for paying at a discounted self-pay rate. Biologic Healthcare is available to discuss this before your lab tests.

Please let us know if you have any questions about the your lab tests billing process. Or if you receive a bill and have questions, please call Victor Cotugno, our Mercy Diagnostics representative, directly at 856-291-9240.



sensible approaches to your well-being

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