



## BILLING POLICY

Southwest Labs aims to deliver quality laboratory services at reasonable rates and with transparency to patients, insurance companies, and ordering providers. Our friendly internal and on-site billing team is dedicated to ensuring our services are billed appropriately and that patients have access should they have questions or concerns.

With regard to contracting with insurance companies, Southwest Labs desires, in almost all instances, to be in-network and has pursued this status with most major carriers. In instances where Southwest Labs is out-of-network, this means that we do not have a contract with the health plan to participate in their Network of Participating Providers. Most frequently, the reason for this is the health insurance plan denied our request for a contract due to their belief that their network is full and they are not adding new laboratories. Southwest Labs will continue to pursue contracts as a further effort to reduce patient costs.

Southwest Labs will bill for all services performed as directed by the ordering medical provider. If these charges are denied by the insurance company, Southwest Labs will appeal, when indicated, and attempt to resolve the charges directly with the payer as our goal is to reduce patient costs. Only after the claim has completed the payment or denial process will Southwest Labs address patient responsibility portions, such as copays, deductibles, or remaining balances. Our billing team is available to discuss charges with patients and, in instances such as demonstrated financial hardship, may be able to create flexible payment plans in accordance with federal laws.

If you have questions or concerns, please reach out to our billing team to discuss.

### BILLING DEPARTMENT

(505) 609-LABS ext.1012

### HOURS

Monday-Friday: 8AM-5PM (MST)

For information regarding Southwest Lab's Patient Assistance Program, please visit [southwestlab.com](http://southwestlab.com)



- ✓ 2.5X MEDICARE RATES
- ✓ POLICY TRANSPARENCY
- ✓ FLEXIBLE PAYMENT OPTIONS
- ✓ FRIENDLY STAFF
- ✓ EXCELLENT CUSTOMER SERVICE
- ✓ ONLINE PAYMENT PORTAL
- ✓ ETHICAL BILLING PRACTICES