

Billing Information

PATIENT BILLING

LabSource, LLC. has worked hard to significantly reduce the costs of urine drug testing ordered by your provider and bill amongst the lowest in the toxicology industry. We have worked with the Center for Medicare/Medicaid (CMS), private insurance companies as well as other federal payers to obtain in-network status, as well as developed an uninsured and financial hardship policy to help those patients who need such assistance. LabSource, LLC will bill your insurance carrier at a responsible rate on your behalf. After your insurance provider has determined coverage, you will receive a statement as patient responsibility for the amount determined by your carrier as patient liability.

For patients that are self-pay, uninsured, or have a financial hardship, you will receive a patient statement within 1-2 weeks following your laboratory testing.

INSURED PATIENTS WILL BE BILLED DEDUCTIBLES, CO-INSURANCE AND CO-PAYMENT AMOUNT AS REQUIRED BY LAW AND REQUIRED BY THEIR INSURANCE PROVIDER

Office of Inspector General (OIG) and Insurance providers require laboratories like LabSource, LLC to bill patients for deductibles, co-insurance and co-payment amount as reflected on the explanation of benefits (EOB) for testing for each date of service as to avoid any policy violation or any violation to STARK/Anti-Kickback law. The amount of your payment liability is determined by your insurance carrier. LabSource, LLC accepts all forms of commercial insurance and will bill on your behalf.

Testing and charges performed for Workers' Compensation are billed directly to the Workers' Compensation Plans at our standard rates. There is typically no patient responsibility for this type of testing.

If you have any questions regarding your bill from your insurance carrier or LabSource, LLC, please contact our Billing Department ([864-672-3921](tel:864-672-3921)) for assistance.

FINANCIAL ASSISTANCE PROGRAM

LabSource, LLC is committed to a compassionate and friendly billing policy by working with patients to make the billing process as stress-free as possible. You will receive a statement when there is financial responsibility for the testing ordered by your provider. We encourage you to contact our billing department to discuss financial assistance options. Several payment options are available to those who qualify:

- **Prompt Pay Discount** – LabSource, LLC may offer a prompt pay discount for balances paid in full within 30 days of the initial statement.
- **Uninsured Discount** – for an individual who does not have health insurance, or is not eligible for health care coverage for services provided by the lab.
- **Financial Hardship Discount** – offered to support patients that qualify for financial assistance by submitting a [Financial Assistance Application](#) along with all supporting documentation.
- **Payment Plans** - payment plans may be established for outstanding balances and will be determined on an individual basis.

INSURANCE PAYMENTS MADE DIRECTLY TO PATIENTS

Some insurers may send the insurance payment directly to the patient instead of LabSource, LLC. In the event that you receive payment for our laboratory services, please forward this payment directly to LabSource, LLC. and write on the back of the check “Pay to LabSource, LLC.,” include a signature and a copy of EOB if possible and mail to:

LabSource, LLC
Attn: Billing - Insurance Reimbursement
25 Airpark Court
Greenville, SC 29607

In the event a patient does not forward the insurance payment to LabSource, LLC, then LabSource, LLC may send these patients to an outside collection agency.

All patients are encouraged to call our Billing Department (864-312-6930) if there are any questions or concerns regarding their bill. The Billing Department Line is available Monday through Friday, from 9am – 5pm EST.