
LABORATORY BILLING POLICY

LAB BILLING

CLIENT BILLING

The laboratory billing department is responsible for establishing, tracking and billing all client accounts. This is electronically tracked through the laboratory information system. A client billing contact is established for each account. Each month an itemized statement of current charges as well as any previous balances will be forwarded the client contact. Payment is expected within 30 days of the billing date. Inquiries related to Client billing accounts should be directed to the Laboratory Billing Office at 1-603-663-6591.

PATIENT AND THIRD PARTY BILLING

The laboratory is responsible for gathering the necessary billing information from the patient and/or ordering provider. Charges will only be applied if:

- The lab has a valid order by a legitimate provider as described under NH State Law and further clarified under the American Medical Association
- There is an acceptable specimen
- The tests are actually performed

Billing information includes:

- Patient's and guarantor's name and complete address to include zip code
- Phone numbers
- Patient's Date of Birth
- Sex
- Complete name of ordering physician
- Guarantor and relationship to the patient
- Insurance number, policy number, Group number, Medicare Number
- Name of the policy holder
- Address of the insurance company or a copy of the card
- Diagnosis (ICD9) or reason the test was ordered
- Properly executed Advanced Beneficiary Notice if applicable as defined by Local Coverage Determination (LCD) National Coverage Determinations (NCD)

Charges and billing information are electronically sent to the hospital information system. The hospital finance department completes the billing cycle based on the information submitted.

Comments for laboratory billing concerns may be emailed to: lab_billing@cmc-nh.org or by contacting the Laboratory Billing Office at 1-603-663-6591.