

Client Update

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March 2023: Enhanced Laboratory Policies

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Dear Valued Client,

To better serve our clients and patients, please be advised that over the course of the next several months, our laboratory will be implementing a series of new enhancements and policies pertaining to test ordering, billing and verification.

Using a phased approach, the following policy improvements will be made:

- **Phase 1:** Insurance Verification at time of service (*verifying that patient has coverage based on insurance information provided*), and Patient Past-Due Balance Payment at time of service (*collecting payment for outstanding balances*).
- **Phase 2:** Diagnosis Code(s) Requirements on all test Orders
- **Phase 3:** Patient Responsibility Payment options at time of service (*collecting payment for copay, co-insurance or deductible*).

With these continued enhancements, our goal is to provide patients with the convenience of making payments at the time of service and reduce follow-up administrative time.

We will continue to offer a Financial Assistance Program (FAP) for eligible patients. Patients can apply to qualify for this program online at: <https://www.bioreference.com/patients/billing/financial-assistance-program/>

More information on these continued enhancements will be coming to you soon. As always, please contact your dedicated account representative if you have any questions.

Best Regards,

The BioReference | GenPath Team

receive these faxes via email, please contact clientupdate@bioreference.com.