



Patient Letter

Dear Patient,

As your physicians may have informed you, they have a responsibility to protect his or her patients and the public from the risk of abuse and diversion of controlled prescription medications. Urine drug testing is one of the many ways this practice ensures the safe use of prescription medications.

Urine Drug Testing

It is important for you to know that you have not been singled out. In fact, in this practice, periodic monitoring of urine specimens is part of every patient's treatment plan.

At Certigen Laboratory, LLC, this awareness of how testing plays a critical role in patient care drives our team to continually work closely with providers and patients to ensure that every step of the testing process is carried out professionally and purposefully. This focus on quality patient care and customer service carries forward to the billing process.

Billing Process

Certigen Laboratory, LLC will send a claim to your insurance company based on tests performed per your physician's order. Your insurance company will process the bill and send you an Explanation of Benefits (EOB), which may include an estimate of your financial responsibility. It is important to remember that this is only an estimate. **The EOB is not a bill.**

Any questions about billing or concerns about any financial responsibility resulting from testing done at our lab should be directed to Certigen's billing office **Monday – Friday 8am to 5pm CST at (844)226-5714 or info@certigenlab.com** Please do not contact your physician's office about billing – your physician is not involved in the billing process.

Certigen Laboratory, LLC is required to make a reasonable attempt to collect patient balances and expects payments to be made when possible. That said, it is our promise to the provider and patient that we will be sensitive to any monetary constraints and do not wish to cause undue financial burdens. If you are experiencing financial hardship, please contact us so we can work with you on setting up a payment plan or balance reduction.

Sincerely,

Certigen Laboratory, LLC