

BILLING UPDATES

Please make sure you are contacting the Client Billing Liaison at 402-738-5074 if you have any questions about your invoicing or adjustments. All adjustment requests should be faxed directly to 402-932-5136 or sent via encrypted email to plsbilling@physlab.com.

PHYSICIANS LABORATORY'S BILLING POLICIES

1. Invoices must be paid in full within 30 days of receipt.
2. All adjustment requests must be submitted within 30 days of invoicing. If we receive an adjustment request for charges that are past the insurance filing deadline, the request will be denied, and your facility will be responsible for payment.
3. We cannot reverse any charges to your account if the patient's insurance has already processed our claim or if the patient has already paid Physicians Laboratory.

PLEASE INDICATE CORRECT INSURANCE ON REQUISITIONS

Please ensure that the correct insurance is indicated on the patient requisition. The correct insurance is key when submitting the information to the lab to ensure timely and accurate processing of the transactions and claims. For interface clients – Please review your list of insurances to make certain that all payers are current (including addresses and interface codes) so that information is accurately interfacing to our Laboratory Information System.

Common errors are indicated below:

There are 3 different Blue Cross Blue Shield options to choose from:

- Blue Cross Blue Shield of Nebraska (Interface code: BCBS)
- Blue Cross Blue Shield Medicare Advantage (Interface code: MCRBCBSNE)
- Blue Cross Blue Shield Federal (ID starts with a "R") (Interface code: BCFED)

There are several different UHC policies to choose from:

- United Healthcare (Commercial) PO Box 30555 Salt Lake City, UT 84130 (Interface Code: US)
- UHC Medicare Community Plan PO Box 5240, Kingston NY 12402 (Interface Code: UHMC)
- UHC Community Medicaid Plan PO Box 31365, Salt Lake City, UT 84131 (Interface Code: NES)
- UHC GEHA PO Box 30783 Salt Lake City, UT 84130 (Interface Code: GEHA)
- UHC Bind/Surest PO Box 211758 Eagan, MN 55121 (Interface Code: UHCBIND)
- AARP Medicare Advantage Plan PO Box 31362 Salt Lake City, UT 84131 (Interface Code: AARPMC)

REQUISITIONS

When entering requisitions, please make sure that the patient address is entered completely and accurately. Physicians Laboratory is experiencing an increased number of requisitions with no patient addresses indicated, incomplete addresses, misspelled street names and cities, as well as incorrect zip codes. We need accurate information in order to file claims and submit statements to patients.

When submitting requisitions, it is important to select the correct billing type:

CLIENT – We will bill your client account and bypass all billing rules.

PATIENT – This should be selected for SELF PAY patients (These charges are billed directly to the patient and are not submitted to insurance).

INSURANCE – Patient's insurance is billed as directed on the requisition.