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February 19, 2018

**Attention: Office Managers, Nurses, and Physicians**

**Beginning March 1<sup>st</sup>, partial payments will now be required at time of service, from insured patients who have not met their deductible and Medicare & Medicaid patients when non-payable tests are ordered that are not compliant with the medical necessity policies.**

Please remember to use the medical necessity guidelines provided on our website at [www.thepathlab.com](http://www.thepathlab.com), under Coverage Determinations section. This will prevent patients from making partial payments for testing when the diagnosis is not medically necessary. We have also created a quick guide that provides the most common payable diagnosis codes per test ordered. We have also placed this on our website under the Client Services tab, Common ICD- 10 codes.

When codes are not payable, patients will request us to call the physician's office and request new codes or possibly revisit the physician's office requesting a new order. To avoid disruptions in service, please provide payable ICD-10 codes with the initial order.

Thank you in advance for your assistance.

Sincerely,

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