

DEPARTMENT OF PATHOLOGY AND LABORATORY MEDICINE BILLING STATEMENT

Penn Medicine's Department of Pathology and Laboratory Medicine accepts all insurance plans, however, we are currently not in-network providers with all insurance plans. We strive to provide a high level of quality care and are mindful of insurance and payment issues. We bill the insurance company on your behalf and then are required by law to bill the patient for co-pays, coinsurance or deductibles as directed by the insurance plan.

After a physician orders testing, the patient may receive an Explanation of Benefits (EOB) from the insurance company - this is not a bill. If the insurance company denies coverage, Penn Medicine works on behalf of the patient in an attempt to obtain coverage. We will assist in pursuing appeals to minimize the financial burden when this is appropriate. We may also contact the referring physician's office for assistance during the appeals process. Penn Medicine may, in some cases, be able to provide financial assistance for patients who are uninsured or who have insurance and cannot afford the applicable out-of-pocket costs.

Penn Medicine is committed to providing patients with laboratory tests that provide critical information needed to diagnose, monitor and inform treatment regardless of their financial situation.

Patients should call 877.433.5299 for more information concerning the financial assistance program at Penn Medicine.

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Penn Medicine

800.789.PENN PennMedicine.org