

Our Billing Process

1. Once your test results are sent to your physician, our billing department bills your insurance company for our services using industry standard billing codes.
2. After your insurance company reviews the information (this may take up to 30 to 90 days), our insurance company will send you an explanation of benefits (EOB) detailing the allowable charges for our services and how much it will cover based on your individual policy's coverage. THIS IS NOT A BILL.
3. Lab Genomics will appeal appropriate cases as necessary. This process varies by insurance company and you may receive a second EOB.
4. If you receive a check directly from your insurance company, please endorse the check to Lab Genomics by writing "Pay to the order of Lab Genomics" on the back side of the check and signing it. Mail the copy of your EOB and the endorsed check to:

Lab Genomics, LLC
11160 Warner Ave, suite #415
Fountain Valley
CA 92708

5. A personal check with your patient account number written in the memo line may be sent in lieu of submitting the original check from your insurance company.
6. You may receive a bill from Lab Genomics for your out-of-pocket costs such as: deductible, co-pay, and/or co-insurance amount. If you have questions about your bill or cannot pay your bill, please contact our billing department 951-224-7168 or by email at billing@LabGenomic.com. Lab Genomics does take into account a patient's financial ability to pay and will work directly with each patient to settle their account, including setting up payment plans.
7. Please direct all questions about billing to 951-683-6808