

Dear Patient:

Your physician has chosen Stone Clinical Laboratories (“SCL”) as their trusted laboratory partner. We are committed to providing you and your physician the highest level of service along with our promise to be a complaint and responsible laboratory partner.

The cornerstone of our compliance program is based on the Office of Inspector General’s Model Compliance Plan for Clinical Laboratories, as well as the Federal Sentencing Guidelines. This includes the Federal Anti-Kickback Statute, the Stark Law, the False Claims Act, and the Health Insurance Portability and Accountability Act (“HIPAA”). We take our responsibility in this area seriously.

SCL also understands that patient billing is an area that is deeply important to both you and your physician. This involves not only SCL filing correctly and in a timely manner with insurance carriers, but also billing and collecting amounts owed that patients like yourself may be responsible for based on the services ordered by their provider and rendered by SCL.

Stone Clinical Laboratories will bill your insurance company directly. It is very important that your physician provides us with the correct insurance information, including any secondary insurance, when he/she submits your lab work orders. SCL will bill Medicaid, Medicare or your private health insurance. Your insurance company will then determine your covered services and the payments that will be rendered to SCL. They will also determine any amount you are responsible for in co-pay, co-insurance or deductible.

If you should need to update your contact information or provide updated insurance information please contact our Client Services department directly at 844.STONECL.

Additional resources regarding frequently asked questions can be found on our website:  
<https://stoneclinicallaboratories.com/stone-clinical-laboratories-patient-resources/>

Our billing partner, CapSource Solutions, is always available to answer any billing questions or concerns you may have. Their office can be reached at 866.515.0065.

Sincerely,

Stone Clinical Laboratories, LLC