



ABOUT OUR LABORATORY TESTING - IMPORTANT

Our patients come in expecting help in obtaining solutions to their medical problems. After many years of working on complicated problems involving the urinary tract, pelvic floor, gastrointestinal and reproductive tracts, it has become clear that routine labwork may often miss important results needed to help resolve an individual problem. Many of my patients come in with lab results that fail to document testing for some important causes of infection or dysfunction.

Over many years of painstaking research, I have found several labs that are able to provide information not typically offered by standard labs typically contracted with insurance companies and Medicare. Although many of these labs are able to bill insurance companies and Medicare, they are often not considered participating labs. We have developed a good relationship with the laboratories we use over the years, and if they are able to bill insurance or Medicare they will do so, if the claim is rejected, they will work with our patients to either reduce the bill or occasionally may forgive the balance.

If you receive an Explanation of Benefits (EOB) from your insurance company or Medicare with a large bill, DO NOT call about it. An EOB is not a bill. If you receive a bill from one of the labs, please calmly call us and we will put you in contact with the appropriate representative. If you wish to send a copy of the bill we can forward it to the representative as well. We will try to help you with those issues, however, the need for specialty labs as a part of our problem-solving algorithm is clear, and you should be prepared for the possibility that you will have a share of cost for those labs.

When it is possible to use a standard par lab we will do so. Our primary goal is to make a proper diagnosis and recommend an appropriate treatment plan for each patient. Specialty labs are a valuable tool to allow us to do that.

I understand that as a part of my care by Dr. Kiley I may require laboratory testing that may not be covered by insurance. I request appropriate testing for my condition as determined by my problem and the evaluation of that problem.

Patient