

HOOSIER DIRECT MOBILE LABS

FINANCIAL RESPONSIBILITY, PAYMENT & REDRAW POLICY

Hoosier Direct Mobile Labs is committed to providing clear and transparent pricing for mobile phlebotomy services. This policy explains patient financial responsibility, payment expectations, and how specimen redraws and recollections are handled.

PAYMENT AT TIME OF SERVICE

Payment is due in full at the time services are provided.

Patients are not required to pay the standard mobile service fee when scheduling an appointment online unless specifically stated otherwise.

Payment may be collected electronically or by another accepted payment method at the appointment. A receipt may be provided following payment.

MOBILE SERVICE FEES

The patient or responsible party is responsible for the Hoosier Direct Mobile Labs service fee associated with the appointment. The applicable service price will be displayed or communicated before the appointment whenever reasonably possible.

- Same-day or priority appointments
- Evening or weekend appointments
- Travel outside the standard service area
- Additional patients at the same location
- Specialty collections requiring additional handling or processing

Any applicable Hoosier Direct Mobile Labs charges should be disclosed before the service is performed whenever reasonably possible.

LABORATORY TESTING FEES ARE SEPARATE

Hoosier Direct Mobile Labs primarily charges for mobile specimen collection and related services.

Unless specifically stated otherwise, the mobile service fee does not include charges for laboratory testing performed by an independent laboratory.

The receiving laboratory, healthcare provider, specialty laboratory, or other third party may separately bill the patient or the patient's insurance for testing or other services.

INSURANCE

Unless specifically stated for a particular service, Hoosier Direct Mobile Labs does not guarantee that its mobile collection/service fee will be covered or reimbursed by health insurance.

Patients are responsible for verifying their individual insurance benefits and reimbursement eligibility. Hoosier Direct Mobile Labs is not responsible for an insurance company's decision to approve, deny, or reimburse a claim.

THIRD-PARTY CHARGES

Hoosier Direct Mobile Labs does not control charges imposed by independent laboratories, healthcare providers, specialty testing companies, shipping providers, or other third parties. Questions regarding those charges should be directed to the organization that issued the bill.

REDRAWS & RECOLLECTIONS

Occasionally, a collected specimen may need to be recollected because it cannot be tested or because the receiving laboratory or ordering provider requests another specimen. The need for a redraw does not automatically mean that an error occurred during the original collection.

Reasons a redraw or recollection may be requested include:

- Insufficient specimen quantity
- Hemolyzed specimen
- Clotted specimen when clotting is unacceptable for the ordered test
- Incorrect tube or collection container
- Labeling or patient-identification discrepancy
- Specimen leakage or damage
- Processing, storage, temperature, or transportation issue
- Specimen exceeding the receiving laboratory's stability requirements
- Laboratory equipment or processing issue
- Laboratory-requested recollection
- Additional or changed testing ordered after the original collection
- Patient preparation requirements not being met, including fasting or timed testing
- Problems involving specialty kits, including incomplete, damaged, or expired materials

REDRAWS ATTRIBUTABLE TO HOOSIER DIRECT MOBILE LABS

If the receiving laboratory confirms that recollection is necessary because of an error attributable to Hoosier Direct Mobile Labs' collection, labeling, processing, handling, or transportation, Hoosier Direct Mobile Labs will offer a replacement collection without an additional standard mobile collection fee.

Examples may include an incorrect tube collected, a preventable labeling error, failure to follow required processing instructions, or a preventable transportation issue.

A complimentary recollection remains subject to a valid laboratory order/requisition and confirmation of the receiving laboratory's recollection requirements.

REDRAWS FOR CIRCUMSTANCES OUTSIDE OUR CONTROL

A complimentary redraw does not automatically apply when recollection is required because of circumstances outside the reasonable control of Hoosier Direct Mobile Labs.

Examples may include:

- A healthcare provider adding or changing testing after the original appointment
- Patient preparation instructions not being followed
- An incomplete, damaged, expired, or otherwise unsuitable specialty kit supplied by another party
- Laboratory equipment, processing, or internal laboratory issues
- Changes or requirements imposed by the receiving laboratory after collection
- Other circumstances not caused by Hoosier Direct Mobile Labs' collection, labeling, processing, handling, or transportation

In these situations, a new appointment may be required and the applicable mobile service fee may apply.

HEMOLYSIS, CLOTTING & SPECIMEN QUALITY

A laboratory report of hemolysis, clotting, insufficient quantity, or another specimen-quality issue does not by itself determine responsibility for the recollection.

Hoosier Direct Mobile Labs will review the circumstances of the original collection, applicable processing and transportation requirements, and information provided by the receiving laboratory before determining whether an additional mobile collection fee applies.

REDRAW REVIEW PROCESS

When Hoosier Direct Mobile Labs is notified that recollection is needed, the reason provided by the receiving laboratory will be reviewed before the redraw is scheduled.

Before recollection, Hoosier Direct Mobile Labs may confirm that the laboratory order remains valid and verify applicable tube type, specimen volume, processing, temperature, stability, and transportation requirements.

Each redraw request will be evaluated individually based on the reason for recollection and the circumstances of the original collection.

PAYMENT RESPONSIBILITY

By scheduling and receiving services from Hoosier Direct Mobile Labs, the patient or responsible party acknowledges responsibility for applicable charges associated with the requested mobile service.