

## Explanation of Laboratory's Role & Billing

In order to provide you with the best medical care, your doctor has chosen to send your sample to Bako Diagnostics for laboratory testing. Bako's expert pathologists and diagnostic capabilities ensure your doctor receives an accurate diagnosis.

### What to expect for the standard laboratory test billing process:



Doctor sends your sample to Bako for diagnostic testing.



Bako performs necessary testing and pathologist sends diagnosis to doctor.



Based on your health care plan, your insurance company will determine if any payment is due.



If insurance company determines payment is due from you, Bako sends you a bill. Payment is due upon receipt.

### Important: Your doctor will not have information about bills for your laboratory testing.

Your insurance company may send you an Explanation of Benefits (EOB). The EOB is *not* a bill from Bako. You may contact your insurance company directly for information on which providers are part of their network.

## Call Bako Diagnostics at 855-245-2256 for Any Billing Assistance:

- Payment plan options
- Payment assistance options for patients who are uninsured or have financial need
- Filing appeals of insurance denials or Out-of-Network claims processed incorrectly (when provider allows)
- Make a payment