



CLIENT FOCUS

A PUBLICATION OF SOUTHEASTERN PATHOLOGY

Issue:2010-1

CONTACT US

SOUTHEASTERN PATHOLOGY
706-291-2430 • 800-225-8702

After hours, if you know the extension of the person you wish to reach, you may call 706-291-8702

TECHNICAL QUESTIONS:

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www.sepath.com

CHANGES TO OUR TELEPHONE SYSTEM

SouthEastern Pathology strives to provide excellent client service. We have restructured our phone system to ensure that our clients always receive knowledgeable and prompt service. One of our telephone numbers, 706-291-2430, is now a dedicated line to provide service to physician offices. This number can also be reached by dialing our toll free number, 800-225-8702, and selecting option "1." This dedicated physician's line is answered only by select employees with extensive experience in SouthEastern Pathology's operations. They will be able to get you the answers you need - either while you are on the phone or by calling back as soon as possible.

After calling either number, you will be given two options. Press "1" to contact our billing specialists. For all other issues, press "2." Representatives will be able to schedule pick-ups, arrange for delivery of supplies, provide copies of reports or handle any technical or procedural questions about the processing of your specimens. If they don't know the answer they will take responsibility to find the person who does!

Patients with questions should be asked to call (706) 291-8702. They can also use the toll free number and press "2" for billing inquiries or "0" for all other questions. This telephone number also includes a Spanish option by pressing "3."

We are confident that this change will improve our efficiency in serving you. As always, you can also call one of the managers directly by calling one of the numbers on the left. We welcome your feedback on the phone service or any other area in which we could be of service.

SEP accepts all Insurances

We would like to remind our clients that SEP is willing and able to accept all types of insurance. We have contracts with the majority of insurance companies and networks in our service area and will work to negotiate a contract with any new company. We have been successful in maintaining relationships with insurance companies that have special arrangements with one national laboratory or the other. We participate with BCBS, United, AETNA, Cigna, Coventry, and many others, for all products. In addition, we have an in-house staff of eight billing experts to work with you and/or your patients to handle any questions or issues that arise. SEP is committed to providing excellent and personal service in the processing of claims just as we are in the processing of tests. If you ever have any billing questions or concerns, please contact either our Billing Manager, Tina Burkhalter (706-314-0120) or our Managed Care Director, Lisa McWhorter (706-314-0103).

*SouthEastern Pathology will be closed on
THANKSGIVING - FOLLOWING FRIDAY*

November 25-26, 2010

CHRISTMAS EVE

Friday, December 24, 2010

And NEW YEAR'S EVE

Friday, December 31, 2010

We wish each of you and your families a safe and happy holiday season!

SouthEastern Pathology is open from 8:00 a.m.-5:00 p.m., Monday through Friday. Our patient area is closed from 12:30 to 1:30 daily. After hours, you can reach the pathologist on call using the beeper, 706-295-8456.

This newsletter is also available on our website.