



CLIENT FOCUS

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SOUTHEASTERN PATHOLOGY

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SPECIAL BULLETIN

SouthEastern Pathology accepts all Insurances, including United Healthcare

SouthEastern Pathology would like to remind our clients of our continued association with United Healthcare as a network provider of anatomic pathology and cytopathology services.

In a recent letter distributed to physician's practices, United Healthcare is urging referring physicians to "utilize network laboratory services, as using non-network laboratories may result in higher out-of-pocket cost for United Healthcare members". The letter also provides a list of United Healthcare national and specialty clinical providers and states the list "does not reflect the extent of United Healthcare network of 1300 network laboratory providers."

SouthEastern Pathology is your community-based pathology practice and therefore was not included in the list of national laboratories provided in the letter. **However, SouthEastern Pathology remains a participating network provider for United Healthcare.** Also, Humana recently reminded physicians to use in-network participating laboratories to get the best possible benefits for their patients. **SouthEastern Pathology is also a participating network provider for Humana.**

SouthEastern Pathology accepts all types of insurance. We have contracts with the majority of insurance companies and networks in our service area, and we 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 another. In addition, we have an in-house billing staff to work with you and/or your patients to handle any questions or issues that arise.

We are committed to providing quality service and expertise to meet the needs of your practice and patients. If you have questions or concerns, please feel free to contact our Billing Manager, Tina Burkhalter, at 706.314.0120.

PLEASE LET US KNOW YOUR EMAIL

The fastest way for us to get important information to you is by email. As an example, during the recent winter weather, we would like to have been able to email all clients regarding our status. Please let us know your preferred email address for this kind of update by emailing us at customerservice@sepath.com. We will only use the email you provide for important updates. You can also use customerservice@sepath.com to let us know if you have specimens to pick up in the event our office has a delayed opening due to weather.

As a reminder, physician's offices should contact us at 706.291.2430 or 800.225.8702, option "1". If you are concerned about our status during inclement weather, there will be a recorded message with either option giving our scheduled opening time.

This newsletter is also available on our website.