



July 27, 2021

Invoices from PMH Laboratory and MedUSA

Dear Members-

We understand many families are receiving invoices for their COVID testing. Please do not be alarmed as this is our attempt to collect our costs paid by carriers to patients. There are NO out of pocket costs for our clients/patients!

Reasons for triggered invoices received from PMH:

1) The patient's insurance information needs to be submitted or corrected. Please call 800-877-9236 M-F 7am-5pm MST.

2) The carrier (Blue Cross Blue Shield and Blue of California) directly paid the patient instead of PMH. In these instances where checks were sent to the patient it was indicated that the payment is owed to the medical provider, being PMH. These amounts should be paid back to PMH by the patient.

3) If payment was endorsed to PMH or a personal payment was sent to PMH prior to the invoice and was not credited on the invoice. It was due to the following reason:

- 1. The insurance information relayed to PMH isn't accurate/wasn't received*
- 2. The insurance information doesn't have your child's(ren's) name directly associated with it*
- 3. The insurance carrier sent you a check for a different family member not named*

4) If patient didn't receive payment they should check with their carrier or submit their EOB to billing@pmhlaboratory.com for review. For questions call 800-877-9236.

We understand this is frustrating but in our effort to keep up with the testing demand we are just now getting to reconcile these issues. We are working hand in hand with all parties to resolve all scenarios listed above. We appreciate your patience!

Sincerely,

PMH Laboratory, Inc.