



FREQUENTLY ASKED QUESTIONS

Q. What financial assistance is available if I have difficulty paying my bill?

A. You may be eligible for financial assistance under the terms and conditions the hospital offers to qualified patients. Financial assistance includes discounts for services provided to Physicians' Laboratories of America patients who are uninsured or under insured. For more information, please contact Integrity Billing at (501) 749-3034.

Q. How often will I receive a Physicians' Laboratories of America statement?

A. Every month, you'll receive a statement that lists what your insurance company still owes and what you owe. Statements continue until all payments are made.

Q. Why does the statement show a total account balance when I have insurance coverage?

A. Physicians' Laboratories of America probably hasn't yet paid by your insurance company. However, if your insurance plan does not cover the services you received, you are financially responsible for them.

Q. What does "adjustment" mean?

A. "Adjustment" refers to the portion of your bill that our lab has agreed not to charge you?

Q. What if I cannot pay the amount I owe in full?

A. In many cases, we can help establish a 6 or 12 month interest-free payment plan or loan. Partial payments made toward your balance will not stop collection activity unless you have made payment arrangements with us. Please call a billing representative to discuss payment options.

Q. May I pay my bill with a credit or debit card?

A. Yes. Physicians' Laboratories of America accepts Visa, MasterCard, and Discover.

Q. Why was my last payment divided and applied to the bill in two separate places?

A. We post your payment to the oldest charges first. On your billing statement, we itemize both the charges and your payments by date.

Q. Why are there multiple charges for the same service listed on my bill?

A. We can explain how the codes apply to more than just one drug here. Please call Integrity Billing at (501) 749-3034 for a clear breakdown.

Q. What if there is a mistake on my statement?

A. If you have billing questions, call Physicians' Laboratories of America's Billing Department (Integrity Billing) at (501) 749-3034.

Q. Can I pay my bill online?

A. Yes. You can pay your bill online at <http://www.plallc.com/make-a-payment>

You can also update your address or insurance information by e-mailing billing@plallc.com

Q. I made a payment but received another billing statement. Why?

A. The statement could have been sent prior to posting your payment, or you may have received a bill for a different service date. If you have made a payment and received a bill, please call Billing at (501) 749-3034 and we will be happy to confirm your payments and any remaining balances.

Q. I have been contacted by a collection agency. Why was this done and what should I do?

A. Before an account is placed with a collection agency, you will typically receive a minimum of three billing statements from Physicians' Laboratories of America advising you of your account balance and responsibility, and you may also receive letters or phone calls from Integrity Medical Billing.

After these steps have been taken and payment or satisfactory payment arrangements have not been made, the account is then referred to a collection agency. You may resolve the account balance by contacting the agency directly, or if you are unable to do so, Integrity Medical Billing is available to answer your questions.