



GENERAL BILLING INSTRUCTIONS

Requisition Completion

XCL adheres to governing compliance regulations. Information required for requisition compliance is listed below. XCL cannot bill for services until each order is compliant. If XCL is missing any compliant information, we will call your office daily to obtain.

If XCL should contact a designated person at your facility for this information, call us and we will update your records: **866-937-6652**

Compliant Requisition Data Required:

- 1.) Patient's full name (as it appears on their government issued ID/insurance card).
- 2.) Patient's date of birth
- 3.) Patient's gender
- 4.) Patient's current address
- 5.) Patient's last four digits of social security number
- 6.) Ordering Physician/CRNP/PA and NPI number
- 7.) Ordering Physician/CRNP/PA signature (If not designated by a letter on file from all the ordering clinicians the only authorized person to sign for the ordering Physician/CRNP/PA is that person themselves!) Stamped signatures are non-compliant and will not be accepted
- 8.) ICD-10 diagnosis code for every test ordered. In many instances one ICD-10 diagnosis does not cover medical necessity for every test ordered. Please ensure that you send the ICD-10 codes that cover all medical necessity.
- 9.) Patient's Insurance (if applicable)
- 10.) Patient's signature (please ensure that the patient checks the box indicating authorization for XCL to bill their respective insurance.
- 11.) Date of sample.
- 12.) Explanation of benefits from your insurance carrier is not a bill from XCL.
- 13.) Patient bills are sent out every 45 days.
- 14.) If you receive a bill and have any questions, please do not hesitate to contact us at 866-937-6652.

Billing Compliance Letters:

When a patient or Physician/CRNP/PA signature is missing on a requisition form, XCL will fax your office a missing signature letter for each patient. Letters are faxed on a weekly basis. If XCL does not receive the requested information before the end of the month, this letter will be sent each week until compliancy is met.

The Office of Inspector General and CMS require signatures on all laboratory orders for billing compliance. If a Physician/CRNP/PA is not received, XCL is required to refund any insurance payment and your facility will be charged for the laboratory order.