

## **Billing FAQs**

**Q. How do I add or update my Credit Card for RMA FST billing?**

A. i) You can submit a Pre-Authorized Credit Card form by logging into your drOPsite account and on the menu on the left side, click on Resources then Credit Card Forms (All Provinces), print/complete/scan the form and email it to [info@RMALab.com](mailto:info@RMALab.com).

ii) You can also make a *change* to pre-authorized credit card payments by accessing your drOPsite Account Preferences from the RMA website.

To update your credit card on file using drOPsite:

1. Go to the RMA website.
2. Log in to your drOPsite account using your username and password.
3. Select “My Profile” on the lower left-hand side of the page.
4. Select “Facilities” at the top beside the word profile and click the arrow on the far right to expand.
5. Select the “Credit Card” button to update.

**Q. I have been charged incorrectly for LifeLabs conventional testing, what do I do?**

A. Please contact [info@RMALab.com](mailto:info@RMALab.com) for assistance.

In your email, please include:

1. Your LifeLabs Contract number (as found on your LifeLabs requisition),
2. the invoice number (or an attached copy of the invoice),
3. the accession/lab no.(s) affected,
4. and a brief description of the issue.

**Q. What do I do if I did not receive a detailed LifeLabs invoice for conventional lab testing via email?**

A. Once a LifeLabs invoice has been emailed to you by secure email, you will have 4 weeks to access it. If your link has expired and/or the email cannot be found in your inbox, please email [Accounting@RMALab.com](mailto:Accounting@RMALab.com) to request a new link.

**Q. When will I receive my invoice?**

- A. LifeLabs invoices for conventional tests are issued during the 1st week of the month. Rocky Mountain Analytical (RMA) invoices for FST are issued during the 1<sup>st</sup> and the 3<sup>rd</sup> week of the month.

**Q. How do I request copies of LifeLabs invoices, receipts, or a statement of accounts?**

- A. Please contact [Accounting@RMALab.com](mailto:Accounting@RMALab.com), include your LifeLabs Contract Number, and describe the documentation you are seeking.

For all other test issues, please contact [Info@RMALab.com](mailto:Info@RMALab.com).

**Q. Why are the test names on the LifeLabs invoice different than the test names on the price list?**

- A. Some tests are named for their test methodology; the same test may be referred to by different abbreviations in each province.

E.g.: In Ontario and Saskatchewan, anti-thyroglobulin and ATPO both appear as Agg. Reaction Titre, while rheumatoid factor appears as Agg Reaction Screen when invoiced.

E.g.: In British Columbia, a CBC test is called a hematology panel.

**Q. Why do some LifeLabs tests require additional testing to be performed?**

- A. Some tests offered by Rocky Mountain Analytical may require additional indicators to inform results for the test ordered.

Please refer to the ND Price List to confirm which tests may be automatically reflex tested depending on what is ordered, or the test result.

- E.g.: When G6PD is ordered in British Columbia, a Complete Blood Count is automatically performed. It is included in the price and appears as one test on your invoice.
- In other provinces, CBC is also included in the price however it may appear as two separate charges (CBC & G6PD). Note: reflex testing is additional if required.

In addition, reflex testing may have been performed for abnormal or indeterminate results. This can also appear as a component when invoiced.

- E.g.: The total cost of ANA testing + reflex is itemized as antinuclear x 4, anti-tissue antibodies, and anti-tissue AB x1 when invoiced.

In all provinces certain tests are billed as components, adding to the total cost of testing, as indicated on the price list.

- E.g.: The total cost of ANA testing is itemized as antinuclear and anti-tissue antibodies when invoiced.