

LIGHTSPEED *Testing*

395 Del Monte Center, Suite 183, Monterey, California 93940 ♦ 831/583-7863

January 25, 2022

To our valued clients,

At Lightspeed Testing, we are committed to providing COVID tests at **no cost** to you and your family. We have always chosen to accept insurance or government payment for testing, without billing individuals. This lets us provide rapid testing for everyone – and lets you be tested without worrying about payment, or whether or not your insurance will cover testing.

To cover our costs, we will accept insurance payments in full, and we will NOT ‘balance bill’ you for any extra fees. Unfortunately, some insurance companies send their clients an ‘Explanation of Benefits’ form telling you that you owe money. This money is NOT owed to us, and we will NOT bill you for this difference. This practice is in violation of state law and federal regulations.

On the other hand, some insurance companies are trying to avoid paying for testing – instead, they put that burden on you, the individual. They do this by sending a check directly to you, and then telling us to bill you. Most insurers pay this directly to us, and don’t involve you; we apologize for this inconvenient practice.

If we are told that you have received a check on our behalf, we will ask that you please forward that payment on to us – but only the amount you received, not anything extra. This is the **only** time that we would ever request payment for our services.

Thank you for your understanding, as we continue to work with the insurance companies to cover the cost of testing. If you have any questions or concerns, please call our billing experts at **(888) 879-3630**, or reach out to us at **info@lightspeedtests.com**.

Sincerely,

The Lightspeed Testing Team