



Toxicology Services
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February 16, 2011

RE: Credit Requests

Dear MUST Client,

As a proud partner in the MUST substance abuse testing program, Alere Toxicology Services is committed to providing the highest quality technical and administrative service. We understand in many cases you contribute to funds and those funds are ultimately responsible for the cost of drug testing.

To help with the burden of getting reimbursement from funds, as a courtesy, Alere will bill the funds directly. However, we need your help to do this. When completing the online authorization form, please be sure to indicate fund billing as appropriate. If you do this, the test will be billed directly to the fund. If you don't indicate fund billing when generating the online authorization form, the test will be billed directly to you.

When random lists are pulled **for onsite** collections at the project, we don't have the ability to indicate fund billing. As a result, all of these tests will be billed directly to the employer.

We ask that you carefully review your invoice each month. Should you see a test has been billed directly to you that should have been billed to a fund, please let us know as soon as possible. There is a process for issuing a credit to your account and re-billing the testing fee to the fund.

As long as requests are made **within 60 days** of receiving your invoice and the request includes the necessary information for re-billing the charges to the fund, we will happily issue a credit and re-bill the charges to the fund. If you do not make the request within 60 days of receiving the invoice, you will be responsible for seeking reimbursement directly from the fund.

If you are requesting a credit for one or more tests on an invoice, please simply short pay the invoice, subtracting the amount of the credit requested. Make a note on the remittance that a credit request is being made (indicating the test(s) to be credited). Please know It can take up to two weeks to process credits as it's a completely manual process.

Occasionally, a fund will dispute their responsibility to pay for substance abuse testing. If that happens, the charge will be billed back to the employer. It will be up to the employer to work it out with the fund.

Attached is a form to be completed and returned to Alere when you need to request a credit.

Please contact me if you have any questions.

Regards,

Laurie Elmer

Account Executive

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