



1111 Newton Street
Gretna, LA 70053
504 361 8989
Fax 504 361 8298
www.aleretoxicology.com

Effective May 1, 2010

Key Contact Information

For MUST Members and Participants

When necessary, MUST will be able to contact Alere's Premier Service Center at our toll-free number and be assured quick and reliable service.

Alere Customer Service:

Premier Service Center

800-433-3823 / 504-361-8989
press option 7

FAX: 504-361-8298
8 a.m. to 5:00 p.m. CST
Monday – Friday
Email:
SVCtoalerePSC@alere.com

Our Premier Service Center Representatives have years of experience and can be relied upon to provide assistance in the following areas:

- collection site management
- specimen status
- collection procedures
- statistical data
- educational information
- supply order / fulfilment
- web-based reporting
- technical support
- invoice procedures
- invoice inquiries

Alere Billing Information:

Please remit payment to:

Alere Toxicology Services, Inc.
P.O. Box 54888
New Orleans, LA 70154
800-433-3823 / 504-361-8989
x68464
FAX: 504-361-5887

Accepted payment types include check or major credit card, including Visa and MasterCard.

Terms are net 30 days.

Along with experienced customer service representatives, Alere's Ph.D.'s, chemists, biochemists, and toxicologists are available to answer any technical questions and advise on issues related to your substance abuse testing program. Questions to our technical staff will be facilitated through our Premier Service Center.

Because servicing MUST is a priority, Alere intends to work with you to ensure your questions are answered and needs are met.