

Why do you need to copy my insurance card and driver's license?

MLabs needs this information in order to bill your insurance company. Your driver's license provides us with your current address and date of birth. If you would prefer that we do not copy your driver's license and/or insurance card, you can complete an MLabs Patient Registration Form.

Why do you need my insurance information every time I have my blood drawn? Don't you already have this information on file?

MLabs wants to ensure that we have your current insurance information so that you are not unnecessarily billed for services. If you have provided your insurance information within the last 6 months and it has not changed, you do not need to provide it again at this time.

Will my insurance cover my lab tests?

If MLabs is a participating provider with your health plan, your out-of-pocket costs are usually limited to co-payments, co-insurances, and/or deductibles. If we are not participating with your health plan we will bill your insurance company as a courtesy to you, but any amounts unpaid by your plan are your responsibility. We recommend that you contact your health plan if you have questions regarding your benefit coverage or how your services will be covered.

We know that insurance rules are sometimes confusing and we make every effort to assist our patients and families. However, as a member of a health plan, you have a responsibility to understand how your plan works and what you must do to maximize your benefits and minimize your costs. We encourage you to become familiar with your health plan benefits before you need them. Please contact your employer benefits office and/or health plan representatives for assistance.

Where can I get my test results?

Please do not contact the blood drawing station for test result information. Laboratory results are available from the ordering physician's office. Alternatively, requests for test results or other medical records are handled by the University of Michigan Release of Information Unit: phone 734-936-5490; fax 734-936-8571; address 2901 Hubbard Rd., RM 2722, Ann Arbor, MI 48109-2435. Records will be sent to you via the US Mail. The average turnaround time for processing requests is 7 business days.

Can you send my test results to more than one physician?

We will send your results to the ordering physician. We can send the results to another physician if you provide their complete name and address or fax number.

Is MLabs a Joint Venture Hospital Laboratories (JVHL) participating lab?

Yes, MLabs is a JVHL network laboratory.

Do you perform line draws?

Line draws are available at the following locations: East Ann Arbor Health Center, Briarwood Health Center Building 2, Brighton Health Center, Canton Health Center, and Northville Health Center. See MLabs [Blood Drawing Maps](#) for addresses and hours of operation.

Will you draw my blood for a kit to be sent to another laboratory?

The Department of Pathology blood draw sites will collect specimens requested by MLabs client and University of Michigan physicians to be sent to other laboratories for testing ("kit draw"). Only minimal processing of specimens will be provided (we will spin and transfer serum or plasma into an aliquot tube. Freezing or other complex handling is not available). The specimen(s) will be returned to the patient for shipping. MLabs will not be responsible for shipping to the performing laboratory or obtaining test results. Kit draws are available at the following locations during normal business hours up to 1 hour prior to closing: West Ann Arbor Health Center, East Ann Arbor Health Center, Briarwood Health Center Buildings 3 and 10, Brighton Health Center, Canton Health Center, and Northville Health Center. Main Medical Campus locations will perform phlebotomy only draws (no processing of any kind) during their normal business hours. See MLabs [Blood Drawing Maps](#) for a listing of all sites and hours of operation.

Can you send my laboratory testing to LabOne/Lab Card participating lab?

The Lab Card and LabOne programs are part of Quest Diagnostics. You can have specimens collected at a MLabs draw site and testing performed at the University of Michigan. Your standard benefit for testing will apply and the LabOne benefit is not applicable. You may be billed a coinsurance copay and/or deductible.

If you wish to have testing sent to LabOne, you will need to have the specimen collected at a LabOne site. You can contact Quest Diagnostics at 866-697-8378 for current draw site locations. Provider collection and handling fees may apply, and are subject to health benefit plan provisions.

Can you send my laboratory testing to Quest Diagnostics?

MLabs is not a Quest draw site. You can contact Quest Diagnostics at 866-697-8378 for current draw site locations.

Who should I call with additional questions?

Please contact MLabs at 800-862-7284 if you have other questions or need additional information.

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