

ReproSource Laboratory

Who is ReproSource?

ReproSource is a national diagnostic laboratory that specializes in reproductive health testing. ReproSource testing services are utilized by various clinical specialties that manage patients seeking assistance for infertility or recurrent pregnancy loss.

Why is my clinician ordering testing from ReproSource?

ReproSource provides some unique testing that is not available from other labs or may be performed and reported differently. Even though some labs may provide diagnostic tests by the same or similar names, the manner in which these tests are performed and reported may be quite different and could affect patient diagnosis and treatment.

Is ReproSource in-network with my insurance?

To see if ReproSource is in-network with your insurance provider, go to ReproSource.com/Insurance-Contracts to see a list of national and state-specific insurance agreements. ReproSource does not participate with Medicare or Medicaid insurance programs, and is unable to submit insurance claims to those providers.

Can ReproSource tell me if my testing is covered?

ReproSource is not able to obtain preauthorization from your insurance, and ReproSource is not able to tell you if your testing will be covered under your plan benefits. However, ReproSource can provide you with information that you may need when discussing coverage and out-of-pocket costs with your insurance provider. You can contact a member of the ReproSource billing department by calling 1.800.667.8893 (option 3). Additional resources are also available to you under the Patient menu at ReproSource.com.

What if I have more questions about billing options or a bill I have received?

For questions about billing practices and payment options, or questions about a bill you have received, please contact a member of the ReproSource billing department by calling 1.800.667.8893 (option 3). ReproSource hours of operation are 8:30 AM to 5:00 PM EST, Monday through Thursday; and 8:30 AM to 4:00 PM EST, on Fridays. You may also email your question to BillingInquiries@ReproSource.com.

What other communications might I receive from ReproSource?

If you have selected to be self-pay for your testing expenses, you will receive an email or text communication with your Advance-Pay payment instructions. It is very important that you look for and respond to those communications in a timely manner to ensure that you do not miss your window of eligibility for the Advance-Pay program. Patients that have elected the Advance-Pay program must acknowledge and provide full payment within the allotted 10-day window.

Notes: