



794 Roble Road | Allentown, PA 18109
P: +1 877-402-4221 | F: +1 484-425-8181
HNL.com

March 11, 2024

Dear Valued Client,

We understand that providing the best care for your patients is your priority, and we're committed to being your laboratory partner in ensuring that every step of their healthcare journey is effective and financially sound. We've noticed that in some instances, certain lab tests, like Vitamin D screenings, are being requested by patients without medical necessity, which unfortunately leads to non-payment of insurance.

To tackle this challenge head-on, we're excited to introduce you to **HNL Lab Test Direct, a self-ordering platform tailored to simplify your patients' lab test ordering process**. With HNL Lab Test Direct, your patients gain access to a comprehensive array of lab tests via the user-friendly interface of HNLlabTestsDirect.com. This empowers them to make informed decisions about their health while ensuring that every test ordered aligns with medical necessity criteria.

Moreover, patients can seamlessly designate their preferred healthcare provider to receive test results directly through the platform, facilitating swift communication and ensuring continuity of care. By embracing HNL Lab Test Direct and adhering to medical necessity guidelines, we can help alleviate some of the unnecessary financial strains on your practice and your patients.

If you have any questions or require further assistance, please don't hesitate to contact our dedicated customer care team at 877-402-4221.

Sincerely,
HNL Lab Medicine