MERCYONE

Laboratory Update

November 13, 2026

Billing: Responsible Party- Guarantor Information

To ensure timely and accurate processing of laboratory charges, complete guarantor information must be included with all patient specimens submitted to the laboratory. Guarantor information identifies the individual responsible for payment when insurance coverage is unavailable, incomplete, or when patient billing is necessary. Missing or incomplete guarantor details can result in billing delays, claim denials, additional follow-up from the lab, and delays in patient account processing. When submitting specimens, please verify that the guarantor's information below is included on the requisition or electronic order:

- Full name
- Date of birth
- Mailing address
- Phone number
- Relationship to the patient (when applicable)

Providing complete information at the time of collection helps ensure accurate billing, reduces the need for follow-up requests, and supports a more efficient experience for both patients and healthcare providers.

Thanksgiving Holiday Service Update

In observance of Thanksgiving Day, all Patient Service Centers (PSCs) will be closed for the holiday on Thursday, November 26, 2026.

Due to the holiday, courier services and specimen pickup schedules may be limited. If your location requires specimen pickups during the holiday, please complete the form below and provide your holiday hours. If you oversee multiple locations, please submit one response and include the hours for each location. If no pickup is needed, please still fill out the following form so we can update our team accordingly.

MercyOne Holiday Courier Pick-ups

If you have any additional questions, please contact the Customer Service/Call Center team at 515-247-4439. Our Call Center will remain open and available all day to assist with any unexpected service needs.

We appreciate your partnership and understanding as we adjust services for the holiday. Thank you for helping us ensure timely specimen collection and continued support for your patients.

MERCYONE

Laboratory Update

November 13, 2026

Monoclonal Protein Detection: Less Invasive, More Precise Testing

Historically, patients with plasma cell disorders such as **Monoclonal Gammopathy of Undetermined Significance (MGUS), Multiple Myeloma, and AL Amyloidosis** have often required bone marrow biopsies and complex laboratory evaluations to identify and monitor monoclonal proteins (M-proteins). While bone marrow examination remains an important diagnostic tool in certain clinical situations, advances in laboratory technology now allow clinicians to obtain significant disease-monitoring information from a simple blood sample.

MercyOne Laboratory Services offers a streamlined blood-based approach using:

- **LAB7466 – Monoclonal Protein Study, Quantitative, Serum** [Lab Directory]
- **LAB4542 – Immunoglobulin Free Light Chains, Serum** [Lab Directory]

Together, these tests leverage advanced **mass spectrometry technology** to provide highly sensitive and specific monoclonal protein detection and monitoring.

Mass spectrometry identifies proteins based on their unique molecular characteristics. Unlike traditional serum protein electrophoresis (SPEP), mass spectrometry can distinguish subtle differences between normal antibodies, therapeutic monoclonal antibodies, and disease-related M-proteins.

The result is greater accuracy, improved disease monitoring, and enhanced clinical decision-making.