

# Labcorp is ready to serve you

We anticipate that as of March 16, 2026, former Laboratory Alliance of Central New York patient service centers (PSCs) will become Labcorp PSCs and be live with our patient-friendly applications, allowing us to deliver a superior customer experience.

By building on Lab Alliance's history of outstanding service and Labcorp's comprehensive test menu, lab medicine expertise and support capabilities, we are confident that we will continue the tradition of delivering high-quality laboratory service to patients.

## How to schedule an appointment:

- Use Labcorp's online appointment scheduling option by visiting [labcorp.com/patients](https://labcorp.com/patients) and selecting "Make a Lab Appointment" or by scanning the QR code at the bottom of the page
- You can also schedule an appointment on your mobile device with your Labcorp Patient™ account. Sign up online at [patient.labcorp.com](https://patient.labcorp.com) or download the free Labcorp Patient app
- Labs tend to be busiest before 10 a.m. Unless you are required to fast, you may want to schedule your appointment after that time

## How to find a lab near you:

- To locate a lab or patient service center near you, use Labcorp's online "Find a Lab" locator at [labcorp.com/patients](https://labcorp.com/patients) or call 888-522-2677

## What to bring to your next Labcorp visit:

- Driver's license or other photo ID
- Current health insurance identification card
- Labcorp test request form from your healthcare provider
- Form of payment (health spending account card, credit or debit card, check, cash)

## How to check in when you arrive:

- Check in at the Labcorp kiosk with your photo ID
- You can also check in through the Labcorp Patient app on your mobile device
- Once you've checked in, you'll be notified when it's your turn to be seen

## Other key information for patients:

- **Test results:** There will be no significant changes to how you or your provider receive your test results. You will continue to receive test results via your current patient portal application. Your provider will also continue to receive results the same way they do today. Labcorp will be listed as the performing laboratory on all results. Results are also available via the Labcorp Patient portal
- **Insurance acceptance:** Labcorp has agreements with a range of national and regional insurance companies. There are no immediate changes to the types of insurance accepted for laboratory services. Labcorp will file claims directly to Medicare, Medicaid, many insurance companies and most other managed care plans
- **Patient billing:** Labcorp's billing is separate from your physician's office. You may receive a bill from Labcorp for out-of-pocket costs, depending on the terms of your coverage. If you have questions regarding your Labcorp bill, please contact Labcorp at 800-845-6167
- **Testing cost estimates:** Labcorp provides all good faith estimates to patients and providers in written format for transparency and compliance purposes. You may call 855-522-2677 to receive an estimate
- **Customer service:** For all non-billing-related questions, please contact Labcorp at 800-631-5250, Option 3

For locations, hours of operation, services available and appointment scheduling, access Labcorp's online Find a Lab locator at [Labcorp.com](https://labcorp.com), or call 888-Labcorp (888-522-2677).

