

FAQ #2 – CLIA Certificate not received following payment

Q: We paid our CLIA fee some time ago - why haven't we received our new CLIA certificate yet?

A: If you have paid your CLIA fee and haven't yet received your new certificate, please review your current certificate for the expiration date.

- CLIA releases the new certificate for mailing about one month prior to expiration of the current certificate. For instance if your current certificate expires next April, CLIA will mail the new certificate in March. Please allow 2-4 weeks for your certificate to reach you.

Q: Why does it take 2 to 4 weeks for our CLIA certificate to reach us?

A: CLIA is a large federal program based in Baltimore, MD where the certificates generate from. Factors such as database and mail processing time, USPS time needed to cross the country and even inclement weather and holidays can have an effect on how fast your certificate may reach you.