

# PATIENT GUIDE:

## Insurance Claims and Billing



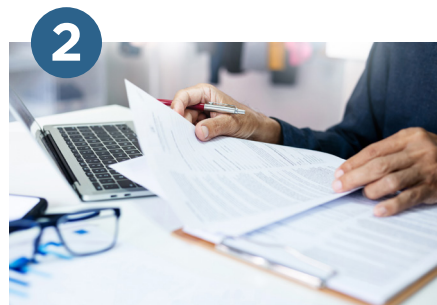
### Your healthcare provider has ordered a specialized laboratory test to help guide decisions regarding your care.

The following illustrates the 3 steps in a typical insurance claim process\*\*



#### 1 Provider orders test

- Specimen is sent to Prometheus for testing.
- Results are sent to ordering provider.
- Our reimbursement team verifies insurance information and files a claim.



#### 2 Insurance Processing

- Insurance company will send an “explanation of benefits” (EOB). This is NOT a bill.
- For any claim that is denied, we will work on your behalf to improve coverage.
- If you receive a check direct from your insurance provider, contact us to provide your EOB and to transfer payment for accurate posting to your account.



#### 3 Final billing statement

- Once a claim is completed\*, Prometheus may send a statement summarizing coverage and any out-of-pocket expenses you may be responsible for.
- There are several easy ways to submit payment
  - Online
  - Phone
  - Mail
- For more information visit [prometheuslabs.com/patients](https://prometheuslabs.com/patients).

\* The claims process can take several months, and your experience may differ from the example scenario.

† The insurance claims process will differ for testing performed via contracted laboratories or institutions who submit insurance claims directly for Prometheus testing. Testing via these contracted facilities are not eligible for Prometheus financial assistance programs. Please contact the billing laboratory directly for assistance.

**Our experts are standing by to assist with any questions.  
Call toll free 888-892-8391 Mon-Fri 6:00 – 4:30 PT (Se Habla Español)**

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## Payment Options and Financial Assistance Programs



We offer payment and financial assistance to help ensure everyone has access to the advanced testing they need.<sup>o†</sup>

- When insurance approves test coverage, you are usually only responsible for your **copay, coinsurance, or deductible**.
- A **prompt-pay discount** may be available for any single, full balance due.<sup>‡</sup>
- An **interest-free payment plan** allows you to pay your account balance in equal monthly installments.
- **Payment assistance programs** are available based on income and household size, or when experiencing unexpected economic hardship.<sup>§</sup>

**Assistance**  
Monday - Friday  
6:00 AM - 4:30 PM PT  
Toll-free at  
**888-892-8391**  
(Se Habla Español)

**If you received an explanation of benefits (EOB), bill, or have reimbursement or billing questions related to your Prometheus testing — please contact the Prometheus reimbursement team to assist, do NOT call your provider.**

<sup>o</sup> In network claims may not be eligible for assistance programs.

<sup>†</sup> Prometheus financial assistance and/or cost reduction programs are not available to patients covered by any government programs. Prometheus may discontinue or change these programs at any time or for any reason without notice.

<sup>‡</sup> Prompt-pay discount, interest-free payment plans and/or financial assistance programs cannot be combined.

<sup>§</sup> Eligibility is based on household income, household size and insurance status. Residents of the United States, District of Columbia, and Puerto Rico are eligible to apply. Please be aware these programs do not constitute health insurance. You must meet certain income requirements. By requesting assistance, you certify, to the best of your knowledge, that you are eligible for assistance and that you have insufficient financial resources to pay for the ordered test.



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888-423-5227 | 858-824-0896 fax  
[www.prometheuslabs.com](http://www.prometheuslabs.com)