

Genome Medical Billing for GC services Talking Points

When scheduling a patient that is clearly in network we share the following:

Because Genome Medical is in network with your insurance, we will not be collecting payment to complete the scheduling process. However, after an insurance claim is submitted on your behalf, your potential out of pocket cost will depend upon a number of factors including your deductible and coinsurance. We have found that patients typically pay around \$50.

When scheduling a patient that is clearly out of network, we share the following:

Unfortunately, Genome Medical is not in network with your insurance plan at this time. To move forward with scheduling, there is a \$50 visit fee that will be collected. While credit card information is required to complete the scheduling process, the visit fee will not be processed until your appointment is complete. Your total out of pocket cost will be determined after our billing team submits a claim to your insurance company. Depending on your deductible and coinsurance and specific plan coverage, you could be responsible for up to an additional \$129.

Patients that still have questions:

If patients still have questions, we think it's best to refer them back to Genome Medical. Have them email us at clinical@genomemedical or call 877-688-0992. Also, if they would like to contact their insurance company to better understand coverage, you may share the 96040 CPT code.

Talking Points Before the Patient Schedules:

- On average, patients typically pay \$50 per session.
- Coverage and pricing may vary. Please contact your insurance provider for your exact coverage and payment responsibility.
- Co-payment, deductible and co-insurance amounts may vary depending on your insurance plan. Please contact your insurance provider for co-payment obligations.
- You may receive an explanation of benefits (EOB) from your insurance company in the mail. This is not a bill. Genome Medical will also receive a copy of this EOB and will handle any appeals processes directly with your insurance provider on your behalf. If you have a balance to pay, Genome Medical will invoice you once the appeals process is complete.
- Deductibles and co-pays play a significant role in what you might pay after your insurance determines its financial contribution to Genome Medical's fees. If you have met your deductible and genetic counseling is a covered benefit, the average expense is less than our self-pay price of \$179. If you have not met your deductible, what you pay out of pocket for Genome Medical services will go towards meeting your deductible. If you have questions about your specific insurance benefits, please call your insurance plan for details around your coverage.

- If Genome Medical is in network with your insurance provider, no money will be collected at the time of scheduling. After the appointment, Genome Medical will submit the claim to your insurance provider to determine your potential out of pocket expense.

Talking Points When Patients Have Questions About Their Bill:

If you feel that you have received a bill in error or have general questions about your bill from Genome Medical, please contact them directly at 877-688-0992 or by emailing Clinical@genomemedical.com.

Talking points regarding Medicare/Medicaid/Tricare:

At this time, Genome Medical does not accept any government affiliated insurance plans (Medicaid, Medicare, Tricare) for genetic counseling services. Genome Medical would be happy to see you for a genetic counseling telemedicine appointment at their self pay rate (~\$179 per appointment). They also offer financial assistance programs you may apply for. If that is something you'd be interested in finding more about, please contact Genome Medical at 877-688-0992 or by email at Clinical@genomemedical.com as this could lower the cost of their services or possibly be at no charge to you depending on your income and family size.