

Patient Statement FAQ

At Precision Diagnostics we are committed to transparent, compliant, and compassionate patient billing. This FAQ is intended to answer the most common patient questions and help you know what to expect with patient statements.

1. Does Precision Diagnostics send patient statements?

Yes. Precision Diagnostics sends patient statements to all patients who have balances that are not covered by insurance, do not elect to have their insurance billed, or do not have insurance.

3. Do I owe this money?

Yes. A patient statement sent to you by Precision Diagnostics is a bill and you are responsible for the balance.

If you do not have the ability to pay, we offer a variety of options to help you pay the balance.

- Monthly payment arrangements
- Prompt pay discount
- Hardship
- Charity

If you call (800) 635-6901 x1, a Precision Diagnostics billing representative will help you.

2. How often are patient statements mailed?

Precision sends patient statements based on a guarantor system, and statements are sent on a 28-day cycle.

Example: Guarantor system is when you have multiple accessions and one statement will be sent for all the accessions that have balances.

4. What payment options are accepted?

- Credit card
- Check via mail
- Cashier check via mail

To make a payment online, visit the Precision Diagnostics website and click on the red Patient Bill Pay button on the right side of the website or visit precisiondxlab.com/pay.

To make a payment over the phone, call (800) 635-6901 x1 to speak with a Precision Diagnostics billing representative.

5. What should I do if I get a check from my insurance for payment of Precision Diagnostics lab services?

Some insurances will mail the payment for lab services directly to the patient rather than sending payment directly to the lab. In both instances, the payment is intended for the lab. If you receive this payment, please forward payment along with

Explanation of Benefits (EOB) to:

Precision Diagnostics
Attn. Billing Department
4215 Sorrento Valley Blvd, Suite 100
San Diego, CA 92121

6. What should I do if my insurance is out of network?

Precision accepts ALL insurance. If we are out of network with your insurance, we will still bill your insurance. Once payment is received, a statement will generate. When the patient contacts the Precision billing department, Precision will apply in-network rates for patients who have a non-contracted plan based on the federal No Surprises Act (NSA) regulations enacted on 1/1/2022.

7. Does Precision use a collection agency?

Currently, Precision Diagnostics will only use a collection agency if a patient has received the check from their insurance and refuses to pay Precision Diagnostics for the services rendered.

If you will not allow us to bill your insurance, we still expect the bill to be paid in full.

8. Will Precision ever call patients?

Yes. There will be circumstances that the Precision Diagnostics billing office will call patients.

- The two examples in #7 will generate a phone call.
- We will call when there is a large patient balance and we have not yet been contacted by the patient.
- We may also call you to follow up on a form your insurance company needs from you or if Precision Diagnostics needs additional information to ensure your claim is handled correctly.

9. What should I do if I move and have a new address?

Contact Precision Diagnostics and notify us of the address change. We will update our system to ensure the patient statements are sent to the correct address.

The billing department can be reached at (800) 635-6901 x1.

10. What hours are you open?

Precision has telephone representatives available between the hours of 5:00 AM to 4:00 PM PST.

For more information, please visit precisiondxlab.com or contact a Precision billing representative by calling (800) 635-6901 x1.