

Patient Questions	
Estimate is wrong	<p>Sorry about that. I can update it and run an estimate again. Do you happen to know your current remaining deductible and coinsurance percentage?</p> <p style="text-align: right;"><i>Knows it</i></p> <p>Thank you, give me a few moments to enter this information. Your new estimate using your insurance is \$xx.</p> <p style="text-align: right;"><i>Does not know it</i></p> <p>Do you want to call us back with that information, or just go ahead and bill your insurance?</p>
Payment Plan	<p>Yes, we have to bill your insurance first, and after they process the claim, you will receive a bill from Natera. It takes about 30-60 days. Just call the number on your Natera bill, and we will work with you to set up a payment plan</p>
What is the most I will owe?	<p style="text-align: right;"><i>If patient asks (reactive only)</i></p> <p>If you are not close to meeting your deductible, the most you could owe is the contracted rate with your insurance provider. On the high end this is around \$900.</p>
What if insurance denies?	<p>We believe all patients should have access to our tests. If your insurance company denies the claim, we will settle your balance for \$249/\$349 which are our cash rates.</p>
I have Medicaid	<p style="text-align: right;"><i>Get Medicaid name and ID #, and escalate</i></p> <p>Any payment made from medicaid, we consider payment in full. Patients with medicaid plans do not have out-of-pocket cost for this testing with Natera.</p>
When will my results be ready?	<p>I'm unfortunately unable to view that portion of your testing, however, standard turnaround time is 5-7 days for Panorama testing, and 14-16 days Horizon testing.</p> <p>Results are sent directly to your physician who will review them before then sharing them with you.</p>
I want to cancel	<p>"Your test is already being processed in our lab, and I am unable to cancel it at this point in time."</p>
Who are you?	<p>We are the lab that your physician uses to do reproductive genetic testing. We are calling as a courtesy to confirm you'd like us to bill your insurance.</p> <p>Can you please confirm your name and DOB so I can provide more details?</p>
Sounds like a scam	<p>I apologize for that sir/ma'am, this is just a courtesy call to confirm you'd like us to bill your insurance. You are more than welcome to verify who we are with your physician or on our website www.natera.com.</p>
Why do I only have 14 days to decide?	<p>We plan to bill insurance, per the instructions on your requisition form, but wanted to confirm with you before doing so.</p> <p>This discounted self-pay option is an alternative that we offer to those whose out-of-pocket costs are a bit high.</p>
Do I have to pay first to see my results?	<p>No, payment will not affect your test results.</p> <p>We process samples as soon as they are received. Results are then sent to your doctor, and your doctor will review them before sharing with you.</p>
Already paid at doctor's office	<p>This could have been payment for the blood draw, or for other testing that was ordered at that time. Natera handles the billing for all of its testing as the independent lab running the test.</p>

