

KnowledgeBase PTP : FAQ

QUESTION	ANSWER
1. Anora or Spectrum calls go to the billing team?	Anora calls are handle by Billing team, Spectrum calls are handled by Spectrum team (Natera_Spectrum_Progyny).
2. Can we honor the combo rate if one case has it and the other case doesn't?	Check if the collection date is the same, if yes, honor the combo rate.
3. Can I take a payment if the case was already closed to insurance?	No, if the case is already closed to insurance then transfer the call to Billing
4. Can we do a payment plan?	Yes, as long as the case is not in network.
5. How many payment plans can we offer?	Once patient receives a bill, they can set up a payment plan for up to 12 months
6. What is the turnaround time of Panorama?	Approximately 5-7 Business days.
7. What is the turnaround time of Horizon?	Approximately 2-3 weeks on average.
8. What is the turnaround time for a Vistara?	Approximately 2-3 weeks on average.
9. What happens if the Sex of the baby is not reported on the results?	Transfer the call to Customer support.
10. Is there a fee or extra charge for paying by phone?	No extra charge for paying by phone.
11. How do we settle an Authorized user?	Verify the case with the PT first, ensure you get a verbal authorization from the patient, then get the Authorized user's Name, DOB and relationship with the patient. Add a separate note with the Authorized user's information.
12. Can we take a payment for an Auto-Closed to	No. All auto closed to insurance cases go with

insurance case?	the billing team.
13. In a combo case can I send one case to insurance and one to prepay?	No, the patient has to choose insurance or cash rate for both.
14. Can we provide test results information to the Patient?	No, we don't provide test results information, test results will be given by Dr.
15. When a Patient applied to Compassionate Care do we close the case to prepay or insurance?	If Patient applied to Compassionate Care, close case to insurance.
16. Can we go over billing options if the case is closed to insurance?	No, if the case was closed to insurance we need to educated patientt to wait for EOB or paper bill, if already got paper bil then transfer the call to Billing
17. What can we do if Patient was quoted a different amount for her test?	Check if the clinic is listed on the special price file; if not, offer compassionate care, if patient declines CompCare, send wrong quote form.
18. Can we cancel a test by Patient's request?	No, unfortunately, we are unable to cancel a test because samples begin testing once they are received. (Offer Compassionate Care).
19. Can we send an itemized bill for a cash price payment?	Yes, we can submit a requests from Syncro CRM.
20. Where can we find the ICD codes?	ICD codes are on the requisition form.
21. Where can we find the CPT codes?	Natera Care / Market Access / CPT.
22. Do we close the case to prepay when Patient got a payment plan?	If a patient wants a payment plan case should be closed to insurance. Payment plan would be done once the patient gets the bill (would be done by billing team).