

PTP Emails Templates

<p style="text-align: center;">Signature Block</p>	<p>Thank you,</p> <p>Natera PTP Team</p> <p>Billing Call Center (844) 384-2996, option 6 Monday to Friday, 8:00 am to 7:00 pm CST</p> <p>PTP Portal: pay.natera.com/ptp</p> <p>Confidentiality Notice: This communication may contain confidential and/or privileged information or information that is protected from disclosure under HIPAA and/or other laws that is solely for use by the intended recipient. If you are not the intended recipient, promptly notify the sender and immediately delete all copies of this email and any attachments without disclosing or using any information contained therein.</p>
<p>Estimate request in writing (case is in PTP Care)</p>	<p>Hello,</p> <p>Thank you for reaching out to us. Your estimate is available on your online portal at pay.natera.com/ptp.</p> <p>You can also call us to receive the estimate over the phone at (844) 384-2996, option 6, and one of our agents will be happy to assist you.</p>
<p>Cannot locate the case</p>	<p>Hello,</p> <p>I am unable to locate your case with the information provided. I apologize for the inconvenience, but please call us at (844) 384-2996, option 6, and one of our agents will be happy to assist you.</p>
<p>PTP Portal Error</p>	<p>Hello,</p> <p>I apologize for the inconvenience. Please call us at (844) 384-2996, option 6, and one of our agents will be happy to assist you.</p> <p>Our team is available Monday through Friday from 8 am to 7 pm CST.</p> <p>Thank you,</p>
<p>Case is already closed to bill insurance (estimate less than cash rate)</p>	<p>Hello,</p> <p>I apologize for the inconvenience. Your case has already been closed to bill insurance, but your insurance estimate was less than our cash pay rate of \$249. You should receive a statement in 30-45 Business days, and if you have any questions, please contact our Billing Department at (844) 384-2996. They are open Monday to Friday, 8:00 am to 7:00 pm CST.</p>
<p>Someone will call the patient</p>	<p>Hello,</p> <p>Thank you for your email. Please expect a call from Natera within 24 hours. Should you need assistance sooner, please call us at (844) 384-2996, option 6 for assistance. Our team is available Monday through Friday from 8 am to 7 pm CST.</p>
<p>How do I pay?</p>	<p>Hello,</p> <p>Thank you for reaching out to us. You can pay on the online portal at pay.natera.com/ptp or call us at (844) 384-2996, option 6, and one of our agents will be happy to assist you.</p>