

RENASIGHT EMAIL TEMPLATES

<p>Estimate Complete</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>With the insurance information provided, the patient's estimated out-of-pocket cost will be [ESTIMATE]. This amount would go towards copayment/deductible.</p> <p>Alternatively, the cash-pay price of \$349 is available. The difference is that this amount will not be insurance billed but be paid directly to Natera.</p> <p>The last option if the patient decides to bill insurance is our Compassionate Care program. Under this program, Natera would discount the out-of-pocket cost to \$0/\$99/\$149 upon financial qualification.</p> <p>Please let me know if you need additional assistance.</p>
<p>Compassionate Care follow-up</p>	<p>Hello,</p> <p>I would be happy to figure out if you qualify for our Compassionate Care Program. How many people are in your household, and what is your annual household income? Can you provide this information now?</p>
<p>If Qualified or Not</p>	<p>If Qualified: Based on the information you provided, you may qualify for Compassionate Care, which could bring your out-of-pocket cost down to [\$149/\$99/\$0]. What happens next is once we receive your samples, we will bill your insurance. Natera will then reach out to you to complete the Compassionate Care application if you end up with any patient responsibility after insurance.</p> <p>You'll also receive an Eligibility of Benefits from your insurance company which may reflect a higher patient responsibility. But please do not worry. EOB is not a bill!</p> <p>If not Qualified: Unfortunately, you do not qualify for the Compassionate Care program based on the information provided. The self-pay option of \$349 is still available. We offer interest-free payment plans of 3/6/9 months.</p> <p>Please let me know if you need additional assistance.</p>
<p>Did not get Pt info.</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>We didn't receive the patient's information therefore, we are not able to provide you with an estimate. Please provide the patient's first and last name, date of birth, and member ID so we can run an estimate.</p> <p>Please let me know if you need additional assistance.</p>
<p>Invalid or Missing information</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>We were not able to perform the estimate with the insurance information provided. It is showing as (an Invalid/Missing Subscriber/Insured ID) - Please Correct the insurance information and Resubmit so we can provide the estimate.</p> <p>Please let me know if you need additional assistance.</p>

<p>Out-of-pocket \$0.00</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>With the insurance information provided, the patient's estimated out-of-pocket cost will be \$0.</p> <p>According to the Insurance Portal, the patient has 0% co-insurance and has a \$0.00 remaining deductible.</p> <p>Please let me know if you need additional assistance.</p>
<p>Confirm State for BCBS</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>We received your estimate request. Can you please confirm the state where the insurance is located?</p> <p>Thank you,</p>
<p>Insurance OON</p>	<p>Hello,</p> <p>Thank you for your interest with Natera!</p> <p>Our records show that you have indicated (Insurance Name} as your insurance provider. Unfortunately, we do not seem to be contracted with your insurance company.</p> <p>Because of this, it is difficult to provide an exact estimate for your portion of the Insurance costs.</p> <p>On average, though, patients that have met their deductible see costs of less than \$349. This is due to your benefits and plan type. These costs may be in the form of a deductible, coinsurance, copay, or any combination.</p> <p>Please contact our billing specialists for more information on our payment programs if the invoice you receive from Natera is significantly different than what you may have expected.</p>
<p>Tricare/Medicare/ Medicaid</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>It looks like the patient has a [Tricare/Medicaid/Medicare] plan. Patients with [Tricare/Medicaid/Medicare] insurance on the date of service will not have any out-of-pocket costs for this test because Natera considers the payment from [Tricare/Medicaid/Medicare] as payment in full.</p> <p>Please let me know if you need additional assistance.</p>
<p>Medicare or Medicare Advantage?</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>We noticed you would like to run an estimate for a Medicare plan. However, in order to further assist you, we need to know whether it is a state Medicare plan or a commercial insurance Medicare Advantage. If it is a Medicare Advantage, please add the name of the commercial insurance providing said plan.</p> <p>Please let me know if you need additional assistance.</p>

<p>Benefits not showing</p>	<p>Hello</p> <p>Thank you for your interest in testing with Natera!</p> <p>With the insurance information provided, the insurance portal is not showing the remaining deductible and coinsurance. If you can provide this information, we can gladly provide an estimate.</p> <p>Alternatively, the cash-pay price of \$349 is available. The difference is that this amount will not be insurance billed but be paid directly to Natera.</p> <p>The last option if the patient decides to bill insurance is our Compassionate Care program. Under this program, Natera would discount the out-of-pocket cost to \$0/\$99/\$149 upon financial qualification.</p> <p>Please let me know if you need additional assistance.</p>
<p>Insurance not coming up on any portal</p>	<p>Hello</p> <p>Thank you for your interest in testing with Natera!</p> <p>We were not able to perform the estimate with the insurance information provided. We are not showing this insurance on any of our portals. If this insurance is under a different name, please provide us the information, or if you can provide us with the remaining deductible and coinsurance of the patient, we can do the estimate.</p> <p>Please let me know if you need additional assistance.</p>
<p>Two Insurance- No estimate</p>	<p>Hello.</p> <p>Thank you for contacting Natera!</p> <p>For patients who have both primary and secondary insurance, we estimate you will have little to no out-of-pocket cost. Typically the secondary insurance will pick up the cost of what was leftover by your primary insurance.</p> <p>We look forward to receiving your sample, and have a great day!</p>
<p>Inactive insurance</p>	<p>Hello</p> <p>Thank you for contacting Natera!</p> <p>We were not able to complete your cost estimate because our third-party system indicated the patient's insurance plan is currently inactive.</p> <p>You have a couple of options to resolve this, and then we will be glad to do another estimate for you: Provide new or updated insurance information. If the insurance is active, the patient needs to contact the insurance provider and confirm their details, including member ID, remaining deductible, and coinsurance percentage.</p> <p>Alternatively, the cash-pay price of \$349 is available. The difference is that this amount will not be insurance billed but be paid directly to Natera.</p> <p>The last option if the patient decides to bill insurance is our Compassionate Care program. Under this program, Natera would discount the out-of-pocket cost to \$0/\$99/\$149 upon financial qualification.</p> <p>We look forward to receiving your sample, and have a great day!</p>

<p>Unable to find ins on any portal.</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>We are not able to find insurance on the portal. If you can provide the remaining deductible and coinsurance, we can gladly provide an estimate.</p> <p>Alternatively, the cash-pay price of \$349 is available. The difference is that this amount will not be insurance billed but be paid directly to Natera.</p> <p>The last option if the patient decides to bill insurance is our Compassionate Care program. Under this program, Natera would discount the out-of-pocket cost to \$0/\$99/\$149 upon financial qualification.</p> <p>Please let me know if you need additional assistance.</p>
<p>UNABLE TO UNENCRYPT EMAIL</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>We are not able to see the patient's information using the link provided; in order to assist you, please add the patient's information in this email, such as name, date of birth, and insurance information.</p> <p>Please let me know if you need additional assistance.</p>
<p>PT wants to pay cash price but not in NATERA CARE</p>	<p>Hello,</p> <p>Thank you for your interest in testing with Natera!</p> <p>I have verified, and we don't have the required information yet to call the patient for the cash price, but as soon as we have it, we will contact the patient.</p> <p>Please let me know if you need additional assistance.</p>