

Cost of Testing

- Clinician price is 20% less than the Prepay price (*Refer to the current published Fee Schedule*).
- Prepay is the amount a patient would include with specimen if paying out of pocket.
- *Ins. Deposit:* Insurance filing requires a deposit included with the specimen submitted. With insurance, the deposit amount is \$179 (Add \$29 if adding Zonulin). We will file the claim. The patient's insurance plan determines the actual price for the test based on the insurance company's reasonable and customary' rates.
- New Jersey, Rhode Island, and New York: We do not offer our professional discounts due to state laws.

Are you In-network for insurance companies?

- We are a Medicare provider. No deposit is needed if the patient has straight Medicare.
- Medicare Advantage or Replacement plan is treated as a commercial insurance and a deposit is required. The deposit should be included with the specimen submitted.
- We are considered Out-of-network but many plans recognize that we are a specialized lab.
- The CPT codes for the testing are recognized and common in the US.

General Insurance Information:

- HMO, we do not file.
- PPO, we will file but the patient needs to submit and pay the Insurance deposit amount.
- Diagnosis Codes should be submitted on the test requisition by the health care provider.
- The insurance company will determine the reasonable and customary reimbursement for the test. This becomes the price of the test. Total charges will range from \$241 up to \$360.
- The patient will receive an EOB showing the total allowable by their insurance company less the deposit.
- DX-Solutions will send the patient an invoice for the difference of the deposit submitted with the specimen vs. reimbursement received from their insurance company. We send several statements for the payment to the patient; however, we do not turn patients over to collections. By law, we need to make a reasonable effort to collect the monies.
- If the insurance company covers the test fully the patient will be reimbursed the deposit.

Test Kits

- Request the # of test kits to send to your office when you submit the account setup form.
- Future test kit orders can be placed online via the customer portal.
- You can also order test kits by contacting customer service via email or phone.
- Test kits are sent to your office or patient via Fed-Ex with 2-3 business day delivery.
- The test kits come with a pre-paid Fed-Ex express return envelope if mailed in the U.S.

Turn Around Time of Testing

- 5-7 business days

Online Customer Portal

- You will receive an email notifying you when test results are available in the online customer portal.
- Test kits can be reordered for the office or drop shipped to a patient's home address.
- You can also order patient brochures via the online portal.

Clinical Consultations

- 30-minute slots are available and can be scheduled via email or phone.
- Please contact customer service via email or phone to schedule consultation.
- 877-485-5336 or cs@diagnosticsolutionslab.com.
- Business hours are Monday-Friday 8:30 am to 5:30 pm.

