

## Our Goal

At CombiMatrix, our goal is to provide specialized genetic tests that make a difference in people's lives. Our testing services provide patients and physicians with information they can use to make better-informed and more personalized healthcare decisions. CombiMatrix understands that the costs associated with specialized genetic testing may pose a financial hardship and possibly even influence whether you or your family feel that you can move forward with testing, despite your physician's recommendations.

Recognizing this, it is our desire to assist in improving patient care by increasing access to affordable specialized genetic testing services. That is why we created CombiCares™, a program to help make physician-recommended genetic testing more accessible for all patients.

# CombiCares™

## Patient Financial Assistance Program

## Shared Understanding.

## Better Care.



  
**CombiMatrix**

300 Goddard, Suite 100 | Irvine, CA 92618 | T: 800.710.0624  
info@combimatrix.com | www.combimatrix.com

  
**CombiMatrix**

High-Tech. High-Touch.

## About CombiMatrix

CombiMatrix is a clinical diagnostic laboratory specializing in cytogenomic testing for prenatal diagnosis, miscarriage analysis and pediatric development disorders.

Our testing has been offered to you by your health care provider, who has determined the testing to be medically necessary. This guide will help you understand your out-of-pocket costs for our test.

CombiMatrix understands that the costs associated with specialized genetic testing may pose financial hardship and possibly influence whether you or your family feel you can go forward with testing, despite your physician's recommendations. To ensure our patients have access to our testing services, regardless of financial circumstances, we created our CombiCares Program. The CombiCares Program allows us to work with all patients to address specific financial hardships and to implement flexible payment options, when needed.

## Insurance (HMO & PPO)

Most insurance companies provide some level of coverage for genetic testing. CombiMatrix accepts samples from patients with any health insurance coverage. Our CombiCares Team verifies if an authorization is required by your insurance company and will bill them directly for the test(s) we perform.

In the unusual event that your insurance company denies coverage, please contact our CombiCares Team to initiate a patient appeal.

Your financial obligation will be determined by the terms of your insurance plan and participation in the CombiCares Program.

## Medicaid

Most Medicaid programs do not require patient co-pays. Coverage of testing performed varies from state to state. If you are insured under a Medicaid or Managed Medicaid plan, please contact our CombiCares Team to learn about your financial obligation.

## CombiCares™ Program

**At CombiMatrix, a *patient first* experience is one of our top priorities. That is why we developed a patient friendly billing program. Under our CombiCares™ Program, patients may qualify for financial assistance, which may include prompt pay discount, interest-free payment terms, or a financial hardship discount subject to certain restrictions.**

**The CombiCares Team is available to assist you with any insurance or billing questions. You can reach the CombiCares Team by calling:**

**800.710.0624**

**Monday – Friday:  
9:00am to 5:00pm CST**

*I received excellent customer service each and every time I called. They were helpful, considerate and very understanding given that my issue dragged on for such a considerable amount of time. I appreciated always being able to quickly speak with someone, and to have my concerns addressed by caring professional people.*

*– 37 year old female  
Cherry Hill, NJ*



## Explanation of Benefits (EOB)

The Explanation of Benefits is NOT A BILL. It is a statement sent to you by a health insurance company to covered individuals explaining what medical services the insurance company has paid on your behalf. The EOB informs you of services performed, the associated charges, the amount paid by the insurance company and your patient responsibility. If your EOB indicates you have a co-pay or deductible responsibility, CombiMatrix will send you a bill for the specified amount.

If you have questions regarding an EOB received from your insurance company relating to the tests performed by CombiMatrix, please contact our CombiCares Team. They will be happy to review your EOB with you and help determine what, if any, out-of-pocket expenses you may have.

## Payment Options

For patients with commercial insurance, CombiMatrix does not require any up-front payment. For patients who do not have commercial insurance, or are choosing to pay out-of-pocket, CombiMatrix requires up-front payment prior to testing (Flexible payment options are available).

A personal check or money order for patient responsibility payments should be mailed to:

CombiMatrix  
PO Box 848227  
Los Angeles, CA 90084-8227

You can make a credit card payment by calling 800.710.0624 or online at [www.combimatrix.com/pay-my-bill](http://www.combimatrix.com/pay-my-bill).