



PGx:HEALTH[®]
A DIVISION OF CLINICAL DATA

PGxHealth Patient Services:

(P) 1-877-2-PGX-Health (877-274-9432)

(F) 203-786-3418 • www.familyon.com

PGxHealth Patient Services
Helping Families Just Like Yours Everyday

About PGxHealth

- PGxHealth holds all the necessary licenses to test your sample. We are a Clinical Laboratory Improvement Amendments (CLIA) approved laboratory.
- All test results are reviewed independently by multiple, highly-skilled technologists.
- All positive test results are retested to confirm the initial finding.
- Positive test results are reviewed and approved by an American Board of Medical Genetics board-certified geneticist.

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PGxHealth is a Leader Among Laboratories Providing Genetic Testing Services.

Everyday our Patient Services team helps patients and their families gain access to our *FAMILION* family of genetic tests. Navigating today's healthcare insurance environment can be challenging and frustrating for patients. All PGxHealth Patient Service Associates are trained and experienced in working with insurance companies for the purpose of seeking coverage for genetic testing.

PGxHealth Offers Unmatched Patient Services

Benefits Investigation, Insurance Pre-authorization, Appeals and Payment Plans

Before any testing is started, a series of steps are taken to ensure any out-of-pocket expense you may have are as low as possible. No test moves forward without your permission.

- **Benefits Investigation** – Once we receive a test order from your doctor, a Patient Services Associate contacts your insurance carrier to determine your insurance benefits. We then contact you to explain your benefits and provide an estimate of out-of-pocket expenses.
- **Insurance Pre-authorization** – We work with you, your insurance company, and your doctor to have your testing pre-approved. This keeps your out-of-pocket expenses as low as possible.
- **Appeals** – If your insurance company rejects your claim, we work with you and your doctor to appeal its decision.
- **Flexible Payment Plans** – You may choose one of our flexible payment plans to help pay your out-of-pocket expenses. These are offered with no interest or financing fees.



PGxHealth Testing Coverage

- **Medicaid** – PGxHealth is an approved Medicaid provider in most states (a current list available on www.familion.com).
- **Medicare** – PGxHealth is an approved Medicare provider.
- **Insurance Companies** – PGxHealth is contracted with a number of insurance companies as an in-network laboratory. Because we offer unique services, many insurance companies are willing to grant PGxHealth in-network status. This often results in improved benefits.

Family Education Materials

- Educational materials are available for patients and their family members. Our informational brochures provide a comprehensive review of several different genetic heart diseases.
- Because results are based on your genetic make-up, other family members may be affected by the test result. PGxHealth provides tools you can use to communicate with family members that may also need testing. Discuss communicating with family members with your doctor, nurses and/or genetic counselor.