

CLIENT AND PATIENT BULLETIN

Patient Billing Policy – NON COVID-19 Testing

AIT Laboratories, a HealthTrackRx Company, is committed to providing fast and accurate laboratory testing to our clients and patients. During the Public Health Emergency for COVID-19, AIT Laboratories continues to monitor Federal, State, and Commercial payer policies regarding COVID-19 and other testing the lab is performing.

While many insurance plans are covering the full cost of additional testing related to COVID-19, others have pushed some of these costs to patient's cost share obligation. Our Billing team will always bill health plans directly and appeal with the health plan when appropriate. When health plans require that AIT bill their members directly for the cost of testing services, patients will receive an invoice from AIT.

We have a dedicated team to assist patients with their balance in addition to several payments options, including financial assistance for those who qualify.

Please remember that patients may receive an Explanation of Benefits from their insurance plan. This is not a bill from AIT Laboratories. If, after adjudication with the carrier, a patient balance remains, AIT Laboratories will send the patient an invoice directly.

Additional information is located on HealthTrackRx's website's Billing and Payment page <https://www.healthtrackrx.com/billing-and-payment>

For Patient inquiries regarding an invoice please contact 844-218-3097 or email PatientInquiries@healthtrackrx.com

For any Client's questions regarding our billing practices, please contact your account representative or HealthTrackRx Customer Fulfillment at 940.383.2223.