

BILLING POLICIES



Laboratory

8465 Merchants Way
Suite 206
Jacksonville, FL 32222

Corporate Office

2350 Airport Freeway
Suite 255
Bedford, TX 76022

Purpose

HDx Labs, LLC ("HDx Labs", "we", "our", "us") is dedicated to providing quality services at affordable prices, which leads to increased patient access. The purpose of these policies is to implement transparent guidelines for billing and account collections. We are committed to promoting compliance, patient satisfaction and efficiency. Our intention is to make diligent, reasonable, and fair efforts to inform patients of their financial obligation and available assistance options, as well as to adequately follow up with patients on outstanding accounts. Further, it is our commitment to each patient to make sensible efforts to determine a patient's eligibility for financial assistance under our Financial Hardship Program prior to engaging in collection efforts.

Billing Policy

Following the provision of services, it shall be our policy to bill applicable third-party payors, pursuant to our contractual and/or legal obligations, or to submit a bill to patients directly, whenever appropriate, in a timely manner. Patients may be responsible for deductibles, co-insurance, or co-pays after insurance processing has been completed. For any delinquent or unpaid accounts, or for patient obligations still outstanding, we shall make three (3) additional attempts to collect any unpaid balance for each date of service with a monthly statement that will be sent to the patient directly. If no payment is received after three billing cycles it is our current practice to stop our attempts to collect any unpaid balance. At this time, we do not anticipate the use of any collection agency services, however HDx Labs reserves the right to do so in the future. Currently we do not report outstanding balance accounts to any credit bureau and at this time patient unpaid balances shall be written off as bad debt with the account documented accordingly.

Billing Practices

A. Insurance Billing

For all patients who are covered by insurance, HDx Labs will bill applicable third-party payers in accordance with our contractual and/or legal obligations and based upon the information provided by and/or verified by the patient. We will process claims in accordance with each specific third-party payor's policies and procedures and will only submit an invoice claim to the patient if directed to do so or if otherwise permitted or required under current regulations and industry standards.

B. Self-Pay Patient Accounts

Self-pay patient accounts are those without insurance coverage, patients covered by third-party payors in which we do not participate, or patients who designate themselves as self-pay. All self-pay patient samples will be run once received by HDx Labs or the referral laboratory. Self-pay patients will be billed according to the same policy listed above pursuant to the HDx Labs chargemaster. Self-pay accounts may take advantage of a prompt-pay discount (if paid within ninety (90) days from the bill date and in accordance with the fees listed in this document under the "Self-Pay Pricing List" documented below:

Self-Pay Pricing List-According to Test Performed

PCR - \$250	Urine Tox Confirmation Level 1 - \$70
COVID - \$125	Urine Tox Confirmation Level 2 - \$80
Allergy - \$265	Urine Tox Confirmation Level 3 - \$90
Urine Tox Prelim - \$25	Urine Tox Confirmation Level 4 - \$100
Oral Tox - \$125	

C. Financial Hardship Program

For patients that have co-pays, co-insurance, deductibles, or other financial obligations due and owing, both prior to or after insurance processing, it is required that patients pay these amounts in full in a timely and efficient manner. However, we understand and appreciate patient financial obligations, which leads to us offering a Financial Hardship Program (the "Program"), as detailed herein. This Program is available free of charge as a courtesy to our patients.

In order to be considered for, and participate in, the HDx Labs Financial Hardship Program, a patient must follow one of the following options:

1. Access the application found online at: <https://hdxnow.com/financial-hardship-form/>
2. Call 423-206-2299 to speak with the HDx Labs Client Account Manager from Grandeza Healthcare
3. E-mail billing@grandezahc.com and request a financial hardship application form, complete the form in its entirety and then submit the completed form by attaching and sending it back to the same e-mail used to request the form.

If there are any questions regarding the application, the patient should contact Grandeza Healthcare to speak personally with an HDx Client Account Manager by calling 423-206-2299 and following the appropriate prompts. Grandeza Healthcare will determine patient program eligibility in accordance with HDx Labs sole discretion. Patients will be eligible for up to a seventy-five percent (75%) reduction of their remaining unpaid balance based on their Total Adjusted Gross Household Income based on the sliding scale below.

HDx reserves the right to request proof of income, which may include, but is not limited to: a copy of the patient's W2, three (3) months of pay stubs, or the patient's most recent tax return for approval of hardship status and eligibility for an applicable reduction in any remaining unpaid balance. Any reduction or discount in the patient's unpaid balance will be applied at the sole discretion of HDx Labs.

Payments

HDx Labs provides options for paying your invoice so you can decide what works best for you

- **MAIL Cash or Check to:** HDx Labs
2350 Airport
Freeway
Suite 255
Bedford, TX 76022
****Please make your check payable to HDx Labs**
- **PAY ONLINE with a Credit or Debit Card by visiting our Patient Pay Site:**
<https://www.patientnotebook.com/ChattahoocheeLabs/Enhanced/StatementLookup/Home>
- **PAY BY PHONE with a Credit or Debit Card** by calling 423.206.2299 and speaking with an HDx Labs Account Rep at Grandeza Healthcare.