

## Patient Billing Guidelines

### Billing Process

You may apply for financial assistance at any point during this process by contacting customer service. You may also find our patient financial assistance form posted on our website.



#### Test Ordered\*

Your doctor orders a test from Ashion Analytics.



#### Ashion Analytics Confirms Insurance Information & Eligibility



#### Test Performed



#### Ashion Analytics Submits A Claim To Your Insurance Company



#### Billing


You may receive a bill for any co-pays, co-insurance or deductibles for which you are responsible. If you are unable to pay your bill please contact customer service.

### Patient Financial Assistance

If your insurance company determines that you have a patient financial responsibility portion after the claim has been processed, you will receive an invoice for the patient responsibility amount. If you cannot afford your portion, Ashion will ask that you complete our GEM Patient Assistance (GPA) request form as a financial means test to further reduce or alleviate your responsibility.

Please contact customer service to obtain the GPA form.

### Customer Service

 844.539.3309  
8-5 MST, M-F

 [customerservice@ashion.com](mailto:customerservice@ashion.com)

### Billing Department

If you have an EOB or bill in hand and have questions, contact our billing affiliate at 888.336.5897

*\* If you are a Medicare/Medicare Advantage customer, you may need to sign an Advance Beneficiary Notice (ABN) prior to the test order. Your physician will determine if an ABN is required. If you have private/commercial insurance, a Prior Authorization form may be required in some cases.*