

Prometheus® is committed to improving lives with innovative laboratory tests.

We also know the insurance claims process can at times be confusing. Here is what a typical insurance claims scenario looks like.*†



1. Prometheus Test Ordered

- To aid with their clinical decision making, your provider orders a Prometheus test. Your sample is then collected and sent to us for testing.
- After we finish testing and send the results to your provider, our Patient Advocacy Team files a claim with your insurance as a courtesy to you.

2. Insurance Processing

- Your insurer may send you an “explanation of benefits” (EOB). An EOB is an insurance document indicating receipt and initial status of your claim. **This is not your bill.**
- A Prometheus Patient Advocate may reach out to you to request a copy of your EOB. This is a normal part of the claims process.



3. You May Receive a Statement from Prometheus

- Once the insurance claim is completed, we will send you a statement summarizing what was covered by your insurance and what you owe. **This is your bill.**
- Upon receiving your statement, we recommend you contact a member of our Patient Advocacy Team to answer any questions, receive one-on-one assistance and explore options that may be available to lower your costs.**



Many scenarios can occur when billing insurers. If at any point you have any questions, please contact our experts.

Monday - Friday
6:00 AM - 4:30 PM PT
Toll-free at 888-892-8391

Prometheus offers 3 convenient ways to pay your bill:

Pay online:

prometheuslabs.com/quick-pay

Pay by phone:

888-892-8391

Pay by mail:

Prometheus Laboratories Inc.
P.O. Box 748731
Los Angeles, CA 90074-8731



Patient Guide:

Payment Options and Financial Assistance Programs

Prometheus offers a number of payment options and financial assistance programs to make testing accessible and affordable for every patient.

If your insurance approves test coverage:

- You are only responsible for your **copay, coinsurance, or deductible**.

If your insurance denies test coverage:

- Account balances paid in full within the first 30 days are eligible for a 30% reduction via our **prompt-pay discount**.^{†‡}
- You may wish to take advantage of our **interest-free payment plan** to pay off your account balance in equal monthly installments.^{†‡}
- Need-based as well as economic hardship **financial assistance programs** are also available.^{†‡}
 - Out-of-pocket costs may be further reduced to \$250, \$175, or \$75 if you are eligible for financial assistance.[§]
 - Eligibility is based on total household income and household size. Please refer to the table below.
 - Patients experiencing unexpected economic hardship may also qualify for assistance.
 - If you believe you qualify for financial or economic hardship assistance, please call our Patient Advocacy Team who are available to assist you Monday - Friday, 6:00 AM - 4:30 PM Pacific Time, toll-free at 888-892-8391.



Number of people in your household	\$75 patient out-of-pocket cost if total annual household income is at or below:	\$175 patient out-of-pocket cost if total annual household income is at or below:	\$250 patient out-of-pocket cost if total annual household income is at or below:
1	\$32,200	\$48,300	\$77,280
2	\$43,550	\$65,325	\$104,520
3	\$54,900	\$82,350	\$131,760
4	\$66,250	\$99,375	\$159,000
5	\$77,600	\$116,400	\$186,240



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*The claims process can take several months to finalize and your experience may differ from the example scenario outlined here.

†The insurance claims process will differ for testing performed via contracted laboratories or institutions who submit insurance claims directly for Prometheus testing. Testing via these contracted facilities are not eligible for Prometheus financial assistance programs. Please contact the billing laboratory directly for assistance.

‡Prometheus financial assistance and/or cost reduction programs are not available to patients covered by any government programs. Prometheus may discontinue or change these programs at any time or for any reason without notice.

§Prompt-pay discount, interest-free payment plans and/or financial assistance programs cannot be combined.

¶Eligibility is based on household income, household size and insurance status. Residents of the United States, District of Columbia, and Puerto Rico are eligible to apply. Please be aware these programs do not constitute health insurance. You must meet certain income requirements set forth above. By requesting assistance, you certify, to the best of your knowledge, that you are eligible for assistance and that you have insufficient financial resources to pay for the ordered test.