

Otogenetics Cares



We are committed to No Surprise Billing



We believe that every patient should have access to highly accurate genetic testing.

With Otogenetics Cares, patients can proceed with testing knowing that Otogenetics will work with each patient to find payment solutions that meet their individual needs.

We encourage patients to call us for all
billing questions and to discuss payment solutions.

Please call us toll free at 1-888-453-6194



The Otogenetics Cares Process:

Step 1: Your doctor will collect a saliva or blood sample and send it to Otogenetics for genetic testing.

Step 2: We will contact you and provide an estimate of your out of pocket costs that we obtained by calling your health insurance carrier.

Step 3: Our lab processes your sample and a final report is sent to your doctor. We will submit a claim to your insurance carrier.

Step 4: Once your insurance carrier processes the claim, they will send you an Explanation of Benefits (EOB). The EOB explains what your insurance paid towards your genetic testing and what portion, if any, is your responsibility. *Please note: the EOB is not a bill; it is for informational purposes only.*

Step 5: We will contact you prior to sending a bill to review our Otogenetics Cares payment solutions.

Otogenetics Cares payment solutions:

- Flexible payment options billed over 3 months with no interest or fees
- Financial assistance for patients who qualify

Your insurance carrier may send a payment check directly to you. If this occurs, please endorse the check to Otogenetics and send the check along with the EOB to:

Otogenetics, 4553 Winters Chapel Road, Suite
100, Atlanta, GA 303060

You may contact us to find a payment solution that works for you.

Call us toll free at

1-888-453-6194