



PLEASE READ THIS BEFORE REVIEWING YOUR STATEMENT

Dear Patient

Your doctor has sent your test sample to OtoGenetics for analysis. OtoGenetics will submit a claim to your health insurance carrier for the laboratory services performed. Within 30 to 60 days after your sample was collected, you will receive an Explanation Of Benefits (EOB) from your health insurance carrier. This EOB will explain the following:

- 1) Amount that was billed to your insurance for the laboratory services.
- 2) Amount that your insurance paid.
- 3) Amount that was applied to your deductible.
- 4) Amount that is patient responsibility as determined by your health insurance plan.

OtoGenetics is required to send you an invoice for the amount that is listed by your health insurance plan as patient responsibility on your Explanation Of Benefits.

When you receive an invoice from OtoGenetics, please contact us at 888-453-6194.

As part of our ongoing commitment to patient care we ask that you contact our billing office as a first step in addressing the enclosed statement. OtoGenetics will work with individual patients in a way that is fair and sensitive. Our patient friendly team will be happy to answer any questions that you have about the enclosed statement.

We are committed to resolving all patient balances in a way that is conducive to patient care, remains compliant, and prevents financial hardships. Please help us deliver on this commitment by calling our billing office at **888-453-6194** as your first step in resolving your balance.

Thank you for your time,
OtoGenetics Corporation
Billing Department
P.O. Box 744284
Atlanta, GA 30374-4284
Phone: 888-453-6194