



Billing and Insurance Information for Biopsy Patients Using the know error ® System

know error Testing: Your physician has implemented the know error system as part of the biopsy procedure to provide for the most accurate diagnosis possible. A reference sample is collected by swabbing the inside of your cheek then later compared to the tissue taken during your biopsy to confirm that the tissue is yours. Please note this will ONLY be performed if your biopsy is positive (cancerous).

Understanding know error Insurance Statements: In most instances, the know error laboratory will bill your insurance company resulting in statements sent by your carrier. These statements are known as an Explanation of Benefits (EOBs). **EOBs are NOT BILLS.** If you have questions regarding any statements you receive, do not contact your physician's office. Our billing team can provide a detailed explanation of your statement by calling **877.744.7781 option 5.**

Medicare and Medicaid Patients: If you are a traditional Medicare or Medicaid patient, the laboratory will bill your insurance and you will not be billed for any balance. (The laboratory does not require additional paperwork, e.g. signing an Advance Beneficiary Notice and thus can never bill a traditional Medicare patient).

Commercial/Advantage or Private-Pay Patients: know error will bill your Medicare Advantage or commercial insurance company directly and appeal all claims on your behalf in the event of a denial.

Contact Information: know error understands that you may have questions about your insurance coverage. Please feel free to call us at **877.744.7781 option 5.**

For more information on the know error system, visit www.knowerror.com.