

# PrePay Advantage Claim Submission Guidelines

The Metamatrix PrePay Advantage Program files a courtesy claim for patients that include full payment of the “Patient Prepay” price with specimen submission. Details for best use of the program are outlined below.

PrePay Advantage

- Metamatrix is not in network with any insurance provider and does not accept assignment of a claim.
- The only state/government funded insurance that Metamatrix will accept is Medicare with a signed ABN.
- Metamatrix does not have any insurance forms. The patient will need to contact their insurance company for any required forms.
- Metamatrix does not negotiate rates with any insurance company, therefore we cannot guarantee payment on any claim. This also means we cannot dispute any amount the insurance company pays.
- Metamatrix cannot change or alter diagnosis codes or provide medical history. This information must come from the ordering clinician.
- The claim will be submitted only once. If a second claim is required to be filed, Metamatrix will provide an itemized receipt to the patient for the patient to file.
- If a claim is rejected due to incorrect information given by the patient, the only notification sent will be in the form of an Explanation of Benefits sent by the insurance company to the patient.
- If the Test Requisition Form is marked “Patient Prepay,” then the patient prepaid amount must be submitted with the test. We will not process a courtesy file under PrePay Advantage if “Patient Prepay” has not been selected and paid.
- The billing type indicated on the Test Requisition Form is binding and cannot be changed once the test has been processed and results have been released.
- Test results will be released once the test has been paid in full.
- Metamatrix does not have the ability to follow-up on any claim since Metamatrix is not in network with the insurance company and not accepting assignment. The insurance company will not release any information regarding a claim to Metamatrix. Follow-up is the responsibility of the patient.
- Metamatrix will make every effort to make sure that payment is remitted to the patient. If payment is remitted to Metamatrix by the insurance company, we will return the payment to the insurance company with instructions to remit payment to the patient.



Learn more about PrePay Advantage online at [www.metamatrix.com/billing](http://www.metamatrix.com/billing)



3425 Corporate Way • Duluth, GA 30096  
800.221.4640 • Fax 770.441.2237  
[www.metamatrix.com](http://www.metamatrix.com)