

Payment options

By phone

1-844-522-8847

Choose option 3 for the billing department

Available Monday - Friday 9:00 am to 5:00 pm

Online

acutis.com

**On the righthand side of the home page,
select "PATIENT PORTAL"**

Then select the 'Pay Here' option
and enter the information you have

PAY HERE

By mail

Acutis

400 Karin Lane, Hicksville, NY 11801

If you receive a check from your insurance company, simply endorse it and mail it to us. Please include a copy of the explanation of benefits (EOB) from your insurance with your payment. If you have cashed the check, you may remit payment via check, online, or over the phone with a debit/credit card

Should you receive an invoice from Acutis, there is no need to contact your doctor, **please feel free to contact us directly at 844-522-8847, option 3.**

Questions

Everyone at Acutis is dedicated to providing you with an exceptional customer service experience.

You deserve nothing less.



If you have any questions:

1-844-522-8847

Choose option 3

Submit a form

acutis.com/contact

Access our online patient FAQ



Patient billing information

Acutis serves the medical community and related fields by providing rapid and reliable diagnostic insights that impact clinical decisions in infectious disease and in clinical toxicology for medication monitoring and substance use testing.

Every sample we take and every report we relay is prepared with this end in mind: to provide healthcare providers and patients with the highest level of certainty possible.

acutis.com

Why I am being tested?

Your physician has determined that a laboratory test is medically necessary as part of your continued care.

This testing is performed by Acutis Diagnostics Inc.

Our testing options are continually refined to meet or exceed today's clinical requirements, while our commitment to innovation promises ever more accurate results in the critical areas of medication monitoring, substance use & addiction, and infectious disease.

About my bill

- 1 Acutis will bill your insurance company directly for your testing
- 2 Your insurance company will inform Acutis on any part of the testing for which you, as the patient, are responsible (copay, deductible, and co-insurance).
- 3 You may receive an explanation of benefits (EOB) from your health insurance company. This is a statement from your health insurance company explaining the amount paid on your behalf for medical treatments and/or services. The EOB is not a bill from Acutis.

Please contact Acutis directly regarding your invoice. Our dedicated team can discuss payment options and our financial hardship program with you.

Acutis invoices are separate from your provider's invoices and all inquiries for Acutis services and charges are handled by our team.

Frequently asked questions



Why did I receive a bill from Acutis?

The statement you received is for laboratory services provided by Acutis Diagnostics, which were ordered as medically necessary by your provider. This statement is for laboratory testing fees only and is separate from any bill you may have received from your provider and/or paid at your provider's office. Acutis must bill for deductible, copay, and coinsurance as directed by your insurance plan. You may also receive a letter or statement if additional information is required to bill your insurance.

If you do not have insurance, self-pay prices are available in addition to Acutis' Financial Hardship Program. Note that COVID-19 testing will be covered under the COVID-19 HRSA fund for uninsured persons during the public health emergency.

Does my insurance cover Acutis' testing?

Acutis is a participating provider for many insurance networks and accepts all insurances. All plans may vary on coverage of testing. You may contact our Billing Department with any questions.

COVID-19 testing is covered when ordered by a healthcare professional and deemed medically necessary.

My insurance company issued me a check, do I send it to Acutis?

Yes, please make sure you endorse the back of the check and send it to:

Acutis, 400 Karin Lane, Hicksville, NY 11801.

Please also include the EOB from your insurance. If you have cashed the check, you may remit payment via check, online, or over the phone via debit/credit card.

Where can I find my accession number or patient ID to make a payment online, by phone, or by mail?

Your accession number will be on your invoice from Acutis. **If you are unable to locate the accession number, you may contact us at 844-522-8847, option 3**

How can I contact Acutis' Billing Department?

Please utilize one of the following contact methods to reach the Billing Department:

Billing secure email billingmanagement@acutis.com

Billing secure phone **844-522-8847, option 3**

Billing secure fax **347-565-0337**

How do I access my lab test results?

Infectious disease

Lab results will be available to you upon receipt of a completed HIPAA release authorization. Reach out to your provider if you are interested in being granted access to this information.

Toxicology

You can request your lab test result reports directly from your referring provider. For these requests made to Acutis, we will ask you for a written request via a completed HIPAA release authorization form.