

Otogenetics Information

*It will take 10-14 business days for the labs to result.

*You will receive a text message from Otogenetics within 48 hours of blood draw. This text message will have a link to the lab portal that you can register for to get results. Once the labs result, you will receive another text message letting you know, so you can log in to view them. **If you don't want to know the gender, DO NOT click on the link.** The link can be forwarded to whoever you would like to know the results, but no other numbers can be added.

*You do not have to register for the portal, we will get the results and you can call our office for them.

* Otogenetics will bill your insurance for lab work. They will adjust the owed amount (after insurance pays) to \$49.99. If you get a **bill (NOT AN EOB)** for more than this, please call 1-855-686-4363 and select option 1. You will need to tell them, "I am having a financial hardship and I need the bill adjusted to the lowest amount possible." They will then adjust it to \$49.99. If you have any problems, **DO NOT PAY IT.** Call our office to notify us.

***** If you have an HRA, your bill will be subject to your deductible and you will pay more than the \$49.99. Unfortunately, there is nothing Otogenetics can do to get around that.**