

The Castle Commitment

We are committed to providing high-quality molecular testing to all patients. We do not want financial concerns to be a barrier to you accessing critical healthcare information.

Castle Biosciences will work with all insurance providers, including Medicare, Medicaid, commercial insurers, and Veterans Affairs (VA), to secure payment coverage for our testing.


For those who may need additional assistance with their Castle test, we offer a comprehensive patient assistance program.

INSURANCE AND BILLING INFORMATION

Castle Biosciences bills your insurance once testing is complete. You will receive an Explanation of Benefits (EOB) from your insurance.

***This is NOT a bill**

Explanation of Benefits
***This is NOT a bill**

 Mailed to:
John Doe
123 Main Street
City, ST 12345

For: John Doe
Member ID: M1234567800
Document ID: S11908237467001
Date Issued: 04/11/2023


Summary
For claims completed: March 15 - March 30, 2023

TOTAL CHARGES	\$XXXX
Member Discount	\$XXXX
Your plan paid	\$XXXX
Your responsibility to provider(s)	\$XXXX

Helpful definitions
Total charges - The total amount charged for the services, treatment, device, or drug.
Member discount - discounts are negotiated with providers. As a member you get the benefit of these negotiated, discounted rates and if you use an in-network provider, they agree not to bill you for any covered services above your deductible, copay and coinsurance. However out-of-network providers may bill you for any part of total charges not paid by your plan.

Need help?
We'd love to hear from you.
[xyzinsurance.com/eob](#)
800-123-4567
PO Box 1234
City, ST 12345

Find it online
Sign in to your member portal to:
- Track your healthcare costs for the plan year
- View your claims history
- Go paperless

 **YOUR HEALTH INSURANCE COMPANY**

C/STLE
BIOSCIENCES

[castlebiosciences.com](#)

What you can expect



Your test order and sample arrives in our laboratory for processing.



We verify your insurance benefits and file a claim after your test is completed.



We work directly with your insurance to get the claim processed.



If an appeal is needed, we work directly with your insurance to manage this process. Sometimes we need additional information from you and we will contact you directly.



We are committed to providing access to care and offer a patient assistance program to all patients.

If you have any questions, please contact us by calling **866-788-9007, option 3** or emailing **reimbursement@castlebiosciences.com**