

Key Billing Terms

Medical billing can be confusing.
Here's what you need to know:



Explanation of Benefits (EOB)

This is a statement from your insurance company showing what was covered. It's not a bill and requires no action.



Deductible

The amount you pay out-of-pocket before your insurance begins covering costs.



Co-Insurance

Your share of costs (often a percentage) after your deductible is met.



Out-of-Pocket Costs

The amount you may owe, depending on your insurance plan.



Our Commitment:

We strive to make screening affordable and will work with you to address any concerns.

We're here to help.

Have questions about your bill or insurance?
Our team is ready to assist.

Contact us

Call our billing support team
at 650.460.2551 or email
support@unityscreen.com

UNITY

by **BILLIONTOONE**

Unity Complete[®]

Patient Billing Guide

Learn about the Unity Complete billing process, from key terms to next steps.



What's Next?

Here's what happens after your
Unity Complete sample is collected:



Sample Arrives

We'll notify you when your sample arrives, including a link to set up your Patient Portal account.



View Results

In ~2 weeks, we'll notify you when your results are ready. Log in to your Patient Portal to view them.



Billing Support

Good news—many patients have no out-of-pocket costs! If you have a balance, our billing team will reach out to explain the costs, offer payment plans, or discuss financial assistance.



Explanation of Benefits (EOB)

An EOB from your insurance is not a bill — it shows your claim was processed. You may receive multiple EOBs before processing is complete, but **no action is required from you**. We'll contact you if you owe anything.



Your Bill

If you have a balance, we'll notify you. Log in to your Patient Portal to view your bill, pay in full, set up a payment plan, or apply for financial assistance.

FAQs

Is Unity Complete covered by my insurance?

Our billing team at BillionToOne works hard to help maximize your insurance benefits. We expect Unity Complete to be covered by the majority of insurance plans, and we're in-network with many providers. If you have any out-of-pocket costs, we'll contact you to explain your coverage and discuss your options.

How much does Unity cost?

If you have Medicaid, you can receive Unity Complete at no cost. For other insurance plans, your cost depends on your specific coverage. If you owe anything (i.e., due to an unmet deductible), our team will reach out before you receive a bill to explain the costs and offer flexible payment plans or financial help, if needed.

Is financial assistance available?

Yes! Depending on your household size, income, or other circumstances, you may qualify for a discount or even get Unity Complete at no cost. Contact our billing team to learn more about financial assistance.

What if I don't understand my bill?

Our billing team is here to help explain your bill and answer questions. Contact us at support@unityscreen.com or call 650-460-2551 for personalized support. We're here to help!



Watch our **Insurance and Billing Process** video.



View our **Insurance FAQs** video for more answers.