

DIRECTORY OF SERVICES



ISSUE 09.2026

Through advanced analytics and individualized insights, we're transforming the future of healthcare.



WELCOME

Dear Practitioner and Staff,

Welcome, and congratulations on taking the first step toward a more personalized and effective approach to healthcare. We're excited to support you in delivering improved outcomes for your patients.

SpectraCell Laboratories is dedicated to supporting your mission with scientific excellence, innovative solutions for disease prevention and management, and top-tier service.

Getting Started:

- 1) **Meet your Sales Associate (SA)** - A dedicated SpectraCell SA will guide you through our process and address any questions.
- 2) **Set Up an Account** - Your SA will create an account with you. A Tier Pricing Agreement will be emailed to you for signature.
- 3) **Set Up Portal Access** - After receiving your signed agreement, you'll get two separate emails with instructions for setting up your Provider Dashboard and Results Portal logins.
- 4) **Begin Testing** - Your SA can set up your initial order and start helping your patients.

Please take some time to review the enclosed reference book to familiarize yourself with the on-boarding process.

Your trust and patronage in our endeavors to advance science and jointly shape a healthier future are deeply appreciated.

Warm regards,

Your SpectraCell Team

Science. Health. Solutions.

TABLE OF CONTENTS

Below is a helpful breakdown of the information you'll find enclosed in this reference book.

4 - 9

Test Menu and Overview

Micronutrient, Lipoprotein Particle Profile, CardiA1c	4
Immune Health, Mental Health, Energy Optimization.....	5
Weight Optimization, Age Nexus, Cardiac Nexus, Cardi-A1c.....	6
Telomere Genotyping, MTHFR Genotyping..	7
Baseline Nexus.....	8
Turnaround Time For Test Results	9

10 -19

Getting Started

Ordering Test Kits	10
Completing the Requisition Form	17
Collection & Handling & Rejection.....	19

21 - 22

Results Portal

Logging in	21
Pending orders	22
Retrieving results.....	23

24 - 25

Clinical Consultations

Schedule a Consult	24
Meet our Medical Affairs Team	25

26 - 27

Policies and Procedures

Billing Information	27
Terms and Services	28

CONTACT US

Our dedicated team is here to support you every step of the way.

Customer Support Hours:

8:00 am - 6:00 pm CST

Monday - Friday

Call us toll-free: 800-227-5227

Sales Support (Press 1)

Customer Support (Press 2)

Billing Support (Press 3)

Fax us: 281-921-3222

For immediate assistance, email:

support@spectracell.com

Visit us online:

www.spectracell.com

TESTING MENU AND OVERVIEW

Our tests help you, the provider, in addressing multiple areas of the diagnostic puzzle including micronutrient status, cardiovascular health, inflammation, and genetic predisposition—in short, many of the functional components that comprise total health. These product solutions are also indispensable for the evaluation of autoimmune and neurodegenerative conditions, cancer, rate of aging, psychiatric illness, and general wellness.

INTRACELLULAR - MICRONUTRIENT TESTING (MNT)

SpectraCell's Micronutrient test provides the most comprehensive nutritional analysis available by measuring functional deficiencies at the cellular level. It is an assessment of how well the body utilizes 31 vitamins, minerals, amino/fatty acids, antioxidants, and metabolites, while conveying the body's need for these micronutrients that enable the body to produce enzymes, hormones, and other substances essential for proper growth, development, and good health. Repletion recommendations are made based on need.

VITAMINS

- ▶ Vitamin A
- ▶ Vitamin B1
- ▶ Vitamin B2
- ▶ Vitamin B3
- ▶ Vitamin B6
- ▶ Vitamin B12
- ▶ Vitamin C
- ▶ Vitamin D
- ▶ Vitamin K
- ▶ Biotin
- ▶ Folate
- ▶ Pantothenate

MINERALS

- ▶ Calcium
- ▶ Magnesium
- ▶ Zinc
- ▶ Copper
- ▶ Manganese
- ▶ Chromium

AMINO ACIDS

- ▶ Asparagine
- ▶ Glutamine
- ▶ Serine

ANTIOXIDANTS

- ▶ Alpha Lipoic Acid
- ▶ Coenzyme Q10
- ▶ Cysteine
- ▶ Glutathione
- ▶ Selenium
- ▶ Vitamin E

CARBOHYDRATE METABOLISM

- ▶ Fructose Sensitivity
- ▶ Glucose-Insulin Interaction

FATTY ACIDS

- ▶ Oleic Acid

METABOLITES

- ▶ Choline
- ▶ Inositol
- ▶ Carnitine

SPECTROX®

Total Antioxidant Function

IMMUNIDEX

Immune Response Score

CARDIOVASCULAR

Studies have found that it is the lipoprotein particles that carry the cholesterol throughout the blood, not the cholesterol within them, that are responsible for key steps in plaque formation and the development of cardiovascular disease. Cardiovascular risk increases with a higher LDL particle count. With a higher non-HDL count, the probability of particle penetration of the arterial walls rises, regardless of the total amount of cholesterol contained in each particle. SpectraCell's Advanced Lipoprotein Particle Profile (LPP® Plus) measures lipoprotein size and density; cardiovascular risk stratification; and includes triglycerides and traditional cholesterol screening.

LPP® PLUS

- ▶ Lipoprotein Fractionation
- ▶ Lipoprotein (a)
- ▶ Lipoprotein Particle Numbers
- ▶ Total Cholesterol
- ▶ Total LDL Particles hs-CRP
- ▶ Total HDL Particles
- ▶ Triglycerides
- ▶ Apolipoprotein A-I
- ▶ Apolipoprotein B
- ▶ Homocysteine
- ▶ Hs-CRP
- ▶ Insulin

Cardi-A1c

- ▶ Lipoprotein Fractionation
- ▶ Lipoprotein (a)
- ▶ Lipoprotein Particle Numbers
- ▶ Total Cholesterol
- ▶ Total LDL Particles hs-CRP
- ▶ Total HDL Particles
- ▶ Triglycerides
- ▶ Apolipoprotein A-I
- ▶ Apolipoprotein B
- ▶ Homocysteine
- ▶ Hs-CRP
- ▶ Insulin
- ▶ Hemoglobin A1c

WELLNESS PANELS

Contrary to established paradigms about health, the majority of chronic disease is attributable in large part to cellular deficiencies in micronutrients. By correcting deficiencies, you can prevent, treat and reverse many medical conditions.

Immune Health

Measures the Micronutrient status to improve your cell-mediated immune response is to correct micronutrient deficiencies that directly compromise T-cell function.

VITAMINS	MINERALS	ANTIOXIDANTS	AMINO ACIDS	
▶ Vitamin A ▶ Vitamin C ▶ Vitamin D ▶ Vitamin E	▶ Calcium ▶ Magnesium ▶ Zinc ▶ Copper ▶ Manganese	▶ Lipoic Acid ▶ Coenzyme Q10 ▶ Glutathione ▶ Selenium	▶ Asparagine ▶ Glutamine ▶ Carnitine ▶ Choline ▶ Cysteine ▶ Serine ▶ Oleic Acid	SPECTROX® Total Antioxidant Function IMMUNIDEX Immune Response Score

Mental Health

Measures micronutrients that can potentially alter the body chemistry in a way that makes the body more resistant to depressive or anxiety symptoms.

VITAMINS	MINERALS	ANTIOXIDANTS	AMINO ACIDS
▶ Vitamin B1 ▶ Vitamin B3 ▶ Vitamin B6 ▶ Vitamin B12 ▶ Vitamin D ▶ Vitamin E ▶ Folate ▶ Inositol	▶ Calcium ▶ Magnesium ▶ Zinc ▶ Copper ▶ Chromium ▶ Selenium ▶ Manganese	▶ Coenzyme Q10 CARBOHYDRATE METABOLISM ▶ Glucose-Insulin Response	▶ Asparagine ▶ Glutamine ▶ Choline ▶ Cysteine ▶ Serine

Energy Optimization

Measures carbohydrate metabolism plus multiple vitamins, minerals, amino acids, antioxidants, and cellular health.

VITAMINS	MINERALS	ANTIOXIDANTS	AMINO ACIDS	
▶ Vitamin B1 ▶ Vitamin B2 ▶ Vitamin B3 ▶ Pantothenate ▶ Vitamin B6 ▶ Biotin ▶ Folate ▶ Vitamin B12 ▶ Vitamin A	▶ Vitamin C ▶ Vitamin D ▶ Vitamin E ▶ Magnesium ▶ Zinc ▶ Copper ▶ Chromium ▶ Selenium	▶ Coenzyme Q10 ▶ Glutathione ▶ Lipoic Acid ▶ Oleic Acid CARBOHYDRATE METABOLISM ▶ Fructose Sensitivity	▶ Asparagine ▶ Glutamine ▶ Carnitine ▶ Cysteine ▶ Serine	SPECTROX® Total Antioxidant Function IMMUNIDEX Immune Response Score

WELLNESS PANELS

Weight Optimization

Repleting deficient micronutrients can potentially alter one's metabolism to make the cells more efficient at burning fat for energy.

VITAMINS ▶ Vitamin A ▶ Vitamin B3 ▶ Biotin ▶ Vitamin B12 ▶ Vitamin C ▶ Vitamin D ▶ Vitamin E ▶ Vitamin K	MINERALS ▶ Magnesium ▶ Zinc ▶ Calcium ▶ Chromium	ANTIOXIDANTS ▶ Coenzyme Q10 ▶ Glutathione ▶ Lipoic Acid	AMINO ACIDS ▶ Asparagine ▶ Glutamine ▶ Carnitine ▶ Cysteine ▶ Inositol	IMMUNIDEX Immune Response Score
		CARBOHYDRATE METABOLISM ▶ Glucose-Insulin Response ▶ Fructose Sensitivity		

Age Nexus

Measures cellular aging and gives a personalized road map on how to improve it.

VITAMINS ▶ Vitamin A ▶ Vitamin B1 ▶ Vitamin B2 ▶ Vitamin B3 ▶ Vitamin B6 ▶ Vitamin B12 ▶ Choline ▶ Vitamin D ▶ Vitamin K ▶ Biotin ▶ Folate ▶ Pantothenate	MINERALS ▶ Calcium ▶ Magnesium ▶ Zinc ▶ Copper ▶ Manganese ▶ Chromium	ANTIOXIDANTS ▶ Alpha Lipoic Acid ▶ Coenzyme Q10 ▶ Cysteine ▶ Glutathione ▶ Selenium ▶ Vitamin C ▶ Vitamin E	METABOLITES ▶ Choline ▶ Inositol ▶ Carnitine	SPECTROX® Total Antioxidant Function
	AMINO ACIDS ▶ Asparagine ▶ Glutamine ▶ Serine ▶ Oleic Acid	CARBOHYDRATE METABOLISM ▶ Fructose Sensitivity ▶ Glucose-Insulin Interaction	IMMUNIDEX Immune Response Score	TELOMERE ▶ Telomere Length (Average) ▶ Telomere Percentile

Cardiac Nexus

Determines if a mutation of the MTHFR gene is carried and reports the size and type of lipoproteins.

LPP® PLUS ▶ Lipoprotein Fractionation ▶ Lipoprotein (a) ▶ Lipoprotein Particle Numbers ▶ Triglycerides	▶ Total Cholesterol ▶ Total LDL ▶ Total HDL ▶ Hs-CRP	▶ Apolipoprotein A-1 ▶ Apolipoprotein B ▶ Homocysteine ▶ Insulin	MTHFR ▶ C667T Mutation ▶ A1298C Mutation
--	---	---	--

Cardi-A1c

Identifies the cardiovascular risk associated with pre-diabetes, in addition to measuring A1c levels.

LPP® PLUS ▶ Lipoprotein Fractionation ▶ Lipoprotein (a) ▶ Lipoprotein Particle Numbers ▶ Triglycerides	▶ Total Cholesterol ▶ Total LDL ▶ Total HDL	▶ Apolipoprotein A-1 ▶ Apolipoprotein B ▶ Homocysteine	PRE-DIABETES ▶ Hemoglobin A1c ▶ Insulin ▶ Hs-CRP
--	---	--	---

GENETICS

TELOMERE Genotyping

This test, which measures the length of one's telomeres, reveals the rate of biological aging and is strongly correlated with risk for chronic diseases. It has been established as a superb marker for cellular aging. Therapies directed at slowing the loss of telomere length may slow aging and the progression of age-related disease.

Telomere length is influenced by oxidative stress, chronic inflammation, micronutrient status, metabolic health, lifestyle factors, psychological stress, and sleep quality.

MTHFR Genotyping (MethyleneTetraHydroFolate Reductase)

Mutations in this enzyme can affect the metabolism of homocysteine—causing accumulation—and therefore, impair methylation. Methylation is a biochemical process that is involved in numerous functions including cellular repair, energy production, detoxification, neurotransmitter production, and immunity, among others. MTHFR mutations have been linked to increased risk for cardiovascular disease, blood vessel damage, blood clots (thrombosis), stroke, and degenerative aging.

Identification of MTHFR variants can support evaluation of folate processing and homocysteine metabolism, offering clinically relevant context for cardiovascular and neurological risk assessment and personalized care planning.

SpectraCell's MTHFR Genotyping detects mutations for:

- ▶ C677T
- ▶ A1298C

BASELINE NEXUS

Comprehensive Cellular & Preventive Health Assessment

The BaselineNexus™ test delivers a overall view of your foundational health, combining advanced diagnostics to assess nutritional status, cardiovascular risk, genetic function, and biological aging. It empowers both patients and providers with personalized insights to guide targeted interventions, promote longevity, and support disease prevention.

Ideal for those seeking a precise, data-driven roadmap to long-term health and wellness

VITAMINS

- ▶ Vitamin A
- ▶ Vitamin B1
- ▶ Vitamin B2
- ▶ Vitamin B3
- ▶ Vitamin B6
- ▶ Vitamin B12
- ▶ Vitamin C
- ▶ Vitamin D
- ▶ Vitamin K
- ▶ Biotin
- ▶ Folate
- ▶ Pantothenate

LPP® PLUS

- ▶ Lipoprotein Fractionation
- ▶ Lipoprotein (a)
- ▶ Lipoprotein Particle Numbers
- ▶ Total Cholesterol
- ▶ Total LDL Particles hs-CRP
- ▶ Total HDL Particles
- ▶ Triglycerides
- ▶ Apolipoprotein A-I
- ▶ Apolipoprotein B
- ▶ Homocysteine
- ▶ Hs-CRP
- ▶ Insulin

MINERALS

- ▶ Calcium
- ▶ Magnesium
- ▶ Zinc
- ▶ Copper
- ▶ Manganese
- ▶ Chromium

AMINO ACIDS

- ▶ Asparagine
- ▶ Glutamine
- ▶ Serine

ANTIOXIDANTS

- ▶ Alpha Lipoic Acid
- ▶ Coenzyme Q10
- ▶ Cysteine
- ▶ Glutathione
- ▶ Selenium
- ▶ Vitamin E

CARBOHYDRATE METABOLISM

- ▶ Fructose Sensitivity
- ▶ Glucose-Insulin Interaction

TELOMERE

- ▶ Telomere Length (Average)
- ▶ Telomere Percentile

FATTY ACIDS

- ▶ Oleic Acid

METABOLITES

- ▶ Choline
- ▶ Inositol
- ▶ Carnitine

SPECTROX®

Total Antioxidant Function

IMMUNIDEX

Immune Response Score

MTHFR

- ▶ C667T Mutation
- ▶ A1298C Mutation

EXPECTED TURNAROUND TIME FOR SPECTRACELL TEST RESULTS

Tests	Business Days
Micronutrient (MNT)	approx. 12 business days
LPP Plus+	approx. 11 business days
TELOMERE	approx. 16 business days
MTHFR	approx. 16 business days
Immune Health	approx. 12 business days
Mental Health	approx. 12 business days
Energy Optimization	approx. 12 business days
Weight Optimization	approx. 12 business days
Age Nexus	approx. 16 business days
Cardiac Nexus	approx. 16 business days
Cardi-A1c	approx. 6-12 business days
Baseline Nexus	approx. 16 business days

Visit our website: www.spectracell.com for the most up to date published turnaround time for test results. Additionally, any changes to turnaround time will be communicated via email in our Lab Updates.

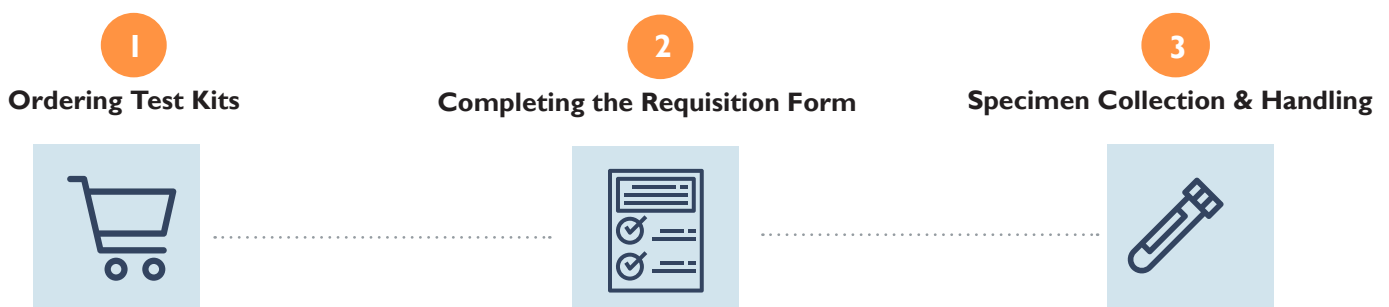
GETTING STARTED

After opening your account with SpectraCell, your Sales Associate will send you an initial supply order of test kits and requisition forms to get you started. Once you've used up your initial supply, you can place additional orders for kits and requisition forms through our **Provider Dashboard**. Should you need assistance, you can reach Customer Support at 800-227-5227 or email support@spectracell.com.

The **Provider Dashboard** is your one-stop access point for all the resources SpectraCell offers. Within the dashboard, you'll be able to:

- ▶ **Order supplies** for your office, including test kits and requisition forms
- ▶ **Drop ship test kits** directly to patients (additional fee applies)
- ▶ **Schedule a consult** with an independent clinical consultant to review results (additional fee)
- ▶ **Access educational resources**
- ▶ **Retrieve test results** easily via a link to our results portal
- ▶ **Explore available tests** and descriptions to find the best options for your needs
- ▶ **Stay up-to-date** with the latest laboratory updates

Below outlines the 3 main steps to getting started successfully with SpectraCell Laboratories.



I Ordering Test Kits - How to Order

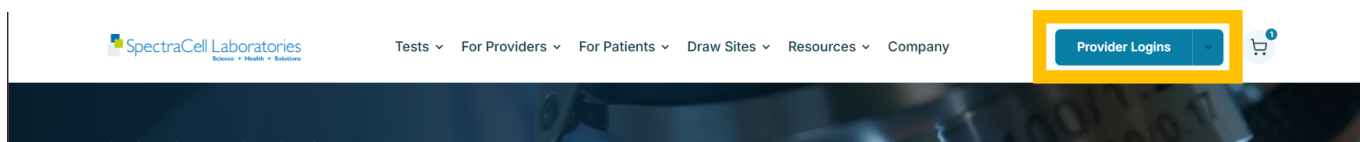
A. Using the Provider Dashboard Portal

The **Provider Dashboard** and the **Results Portal** are independent systems, each requiring a separate login. Your Provider Services will automatically register you for the Provider Dashboard once your Pricing Agreement has been received.

You have the option to **order supplies for your practice at no charge or drop ship a test kit directly to your patient for a shipping fee**. Please allow 3-5 days for shipping.

Logging in

To log in, click the **Provider Logins** button in the top-right corner of our homepage.



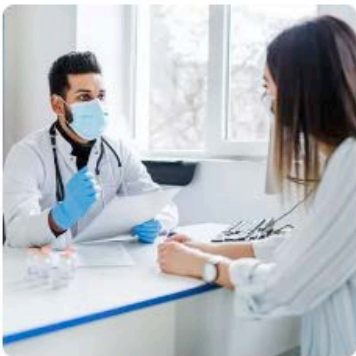
Ordering

After logging in, click the **Order Supplies** image to access the supply page.



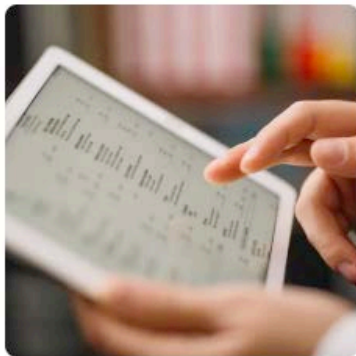
Order Supplies

Order supplies to your office at no cost or drop ship supplies to your patients for a fee.



Clinical Consultation

Get help on report interpretation and clinical application from our verified consultants.



Results Portal

View your pending orders and access completed lab results.

**Separate login from Provider Dashboard*

You have the option of **ordering supplies for your practice at no charge, or drop shipping a test kit directly to a patient for a fee**. Please allow 3-5 days for shipping.

Note: To maintain efficient inventory utilization and reduce unnecessary expiration, quantities exceeding four (4) units require prior consultation with your assigned Sales Associate or Customer Services

Ordering Test Kits

B. Drop Shipping Test Kits to Patients

Providers may request to have test kits shipped directly to patients. Follow the steps below to complete a drop ship order:

⚠ Important Information:

- **Eligible Locations:** Drop shipping is currently available only for patients located in the **United States and Canada**.
- **U.S. Restrictions:** SpectraCell is not licensed to perform testing on patients residing in the state of New York.
- **Shipping Fee:** A fee based on current **FedEx rates** will apply. Charges vary by destination state.

1. Select **Drop Ship Kit to Patient** tab

Order Supplies

Exclusive Supply Store for Certified SpectraCell Providers

Note:

- * Please order only a one-month supply to ensure your testing tubes do not expire.
- * We strongly recommend ordering in quantities of 2 or 4. For larger quantities, please contact your Sales Associate or Customer Support for assistance.
- * SpectraCell testing is not permitted for patients in the state of New York.
- * Orders cannot be shipped to P.O. Box addresses.
- * Please be advised that all test kits shipped directly to your office will automatically include requisition order forms.

Select One Before You Adding Products to Cart!

Drop Ship to My Patient
Pay to ship directly to your patient

Ship to My Office
Free Shipping to your office

2. **Add to cart** the test kits needed, then click Proceed To Order.



Tests ▾ For Providers ▾ For Patients ▾ Draw Sites ▾ Resources ▾ Company

Provider Dashboard ▾ 

Test Kits



Micronutrient Kit - Drop Ship

In stock

[Add to cart](#)



Lipoprotein Particle Testing (LPP) Kit - Drop Ship

In stock

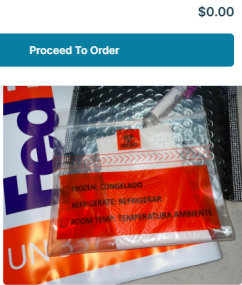
[Add to cart](#)



Telomere Kit - Drop Ship

In stock

[Add to cart](#)



MTHFR Kit - Drop Ship

In stock

[Add to cart](#)



Micronutrient Kit - Drop Ship

1 x \$0.00 \$0.00

-

1

+

Total

\$0.00

[Proceed To Order](#)

12

1 Ordering Test Kits

3. Enter the information:

- **Patient's first and last name**
- Upload the requisition form (optional)
- **Review and check the Provider Acknowledgement**
- Add any special instructions in the Order Notes field (optional)
- Click **Go to Checkout**.



Micronutrient Kit - Drop Ship

1 x \$0.00

[Remove](#)

- +

Drop Ship order

Provider Email

Patient information

Fields marked with an asterisk (*) are required.

First name *

Last name *

Patient Requisition

Upload the patient's completed requisition form (for example, a PDF). We will print it and include it in the kit.

Upload file

Provider acknowledgement *

☐ I acknowledge that it is my responsibility to upload the test requisition forms in the Patient Requisition field above or send them directly to the patient. SpectraCell Laboratories is not responsible for requesting requisition forms on behalf of patients.

Order notes (optional)

Apply Coupon

Use Gift Card

Subtotal \$0.00

Total \$0.00

Go To Checkout

4. Select the **Delivery** method and enter the **patient's shipping address**.

Contact

marketing@spectracell.com

☐ Email me with news and offers

Delivery

☒ Ship 

☐ Pickup in store 

Country/Region
United States

First name
John

Last name
Doe

Company (optional)

Address
6030 North Course Drive

Apartment, suite, etc. (optional)

City
Houston

State
Texas

ZIP code
77072

Phone (optional)



Lipoprotein Particle Testing (LPP) Kit - Drop Ship

FREE

Apply

Subtotal \$0.00

Shipping \$19.99

Total USD **\$19.99**

I Ordering Test Kits

5. Select the **Shipping method** and enter **Payment** for the drop ship fee.
You may use either the offices or the patient's credit card.
Note: Cards on file to charge for incoming tests are not connected to the Provider Dashboard.
6. **Click Pay Now.** You will be taken to the **Order Confirmation** page once the order is complete.

| **Reminder:** Orders placed after **2:00 PM CST** will ship the next business day.

Shipping method

☒ Economy
5 to 8 business days

\$19.99

☐ FedEx Priority Overnight®
1 business day

\$36.03

Payment
All transactions are secure and encrypted.

☒ Credit card

VISA MASTERCARD DISCOVER AMERICAN EXPRESS

Card number

Expiration date (MM / YY)

Security code

Name on card
John Doe

☒ Use shipping address as billing address☐ PayPal☐ shop Pay Pay in full or in installments**Remember me**
☐ Save my information for a faster checkout

Secure and encrypted

shop

Pay now

Ordering Test Kits

C. Shipping Test Kits to My Office

Providers may request to have test kits shipped directly to their office. Follow the steps below to complete your order:

⚠ Important Information:

- **Shipping Fee:** Standard shipping is provided at no charge. A fee applies if **Priority Overnight** shipping is selected.
- **U.S. Restrictions:** SpectraCell is not licensed to perform testing on patients residing **in the state of New York**.
- **Eligible Locations:** Kits can be shipped worldwide, as long as the return shipment arrives within the required time frame for testing.

1. Select **Ship to My Office** tab

Order Supplies

Exclusive Supply Store for Certified SpectraCell Providers

Note:

- * Please order only a one-month supply to ensure your testing tubes do not expire.
- * We strongly recommend ordering in quantities of 2 or 4. For larger quantities, please contact your Sales Associate or Customer Support for assistance.
- * SpectraCell testing is not permitted for patients in the state of New York.
- * Orders cannot be shipped to P.O. Box addresses.
- * Please be advised that all test kits shipped directly to your office will automatically include requisition order forms.

Select One Before You Adding Products to Cart!

Drop Ship to My Patient
Pay to ship directly to your patient

Ship to My Office
Free Shipping to your office

2. **Add to cart** the test kits needed, then click **Proceed To Order**



Tests ▾ For Providers ▾ For Patients ▾ Draw Sites ▾ Resources ▾ Company

Provider Dashboard 



Micronutrient Kit - Office Supply

In stock

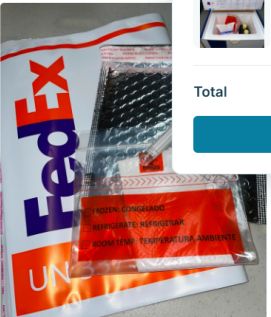
Add to cart



Lipoprotein Particle Testing (LPP) Kit - Office Supply

In stock

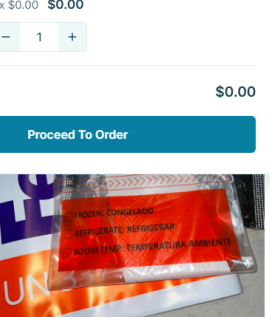
Add to cart



Telomere Kit - Office Supply

In stock

Add to cart



MTHFR Kit - Office Supply

In stock

Add to cart



Micronutrient Kit - Office Supply

1 x \$0.00 \$0.00

1

Total \$0.00

Proceed To Order

15

1 Ordering Test Kits

3. Add any special instructions in the Order Notes field (optional)
Click **Go to Checkout**.

Micronutrient Kit - Office Supply

1 x \$0.00 \$0.00

Remove

Office Supply order

Provider Email

Order notes (optional)

Add order notes...

Coupon Code Apply Coupon

Gift Card Use Gift Card

Subtotal \$0.00

Total \$0.00

Go To Checkout

4. Select the **Delivery** method and enter **your office shipping address**.

Contact Log in

Email or mobile phone number
support@spectracell.com

☐ Email me with news and offers

Delivery

☒ Ship ☐ Pickup in store

Country/Region
United States

First name
John

Last name
Doe

Company (optional)
SpectraCell Laboratories

Address
10401 Town Park Drive

Apartment, suite, etc. (optional)

City
Houston

State
Texas

ZIP code
77072

Phone (optional)
(800) 227-5227

Micronutrient Kit - Office Supply FREE

Discount code Apply

Subtotal \$0.00

Shipping FREE

Total USD \$0.00

5. Select the **Shipping method** and enter **Payment** if Priority Overnight is selected.
Note: Cards on file are not connected to the Provider Dashboard.
6. Click **Complete Order**. You will be taken to the **Order Confirmation** page once the order is complete.

| **Reminder:** Overnight orders placed after **2:00 PM CST** will ship the next business day.

2 Completing the Requisition Form

Properly completing this form helps prevent delays and sample rejections.

Provider/Account Information (Required)

Order Provider

- Mark the checkbox next to the ordering provider's name.
- If not listed, write the provider's full name in the field provided.



SpectraCell Laboratories

Science + Health + Solutions

PROVIDER ACCOUNT INFORMATION

Wellness Center
1234 Wellness Rd
Anywhere, TX 11111 USA

LID 70000000

123456 John Doe, MD

789111 Jane Doe, NP

Ordering Provider: (If not specified above)

NPI:

Specimen & Patient Information (Required)

- All fields marked with an asterisk (*) must be completed.
- **Missing or incomplete information will delay testing and results.**
- The **Vendor ID** section is to be completed by Phlebotomists that have an account with us.

SPECIMEN INFORMATION			
Collection Date Required* (MM/DD/YYYY)	Time*	Fasting*	
	☐ AM ☐ PM	☐ Yes	☐ No
Vendor ID			
PATIENT INFORMATION			
Last Name*	First Name*	MI	
Date of Birth* (MM/DD/YYYY)	Gender*	Has patient been drawn for a Micronutrient test before? *	
	☐ M ☐ F	☐ Yes ☐ No	
Address*			
City*	State*	Zip*	
Phone*			
Email*			

Billing Information (Required)

- **Select one:**
 - Provider Credit Card on File
 - Patient Self-Pay
- **Payment must accompany the specimen.**

BILLING INFORMATION			
Is this a redraw? ☐ Yes ☐ No Original Accession ID: _____			
☐ Provider (Credit Card on File)	☐ Patient (Self-Pay) <i>*Complete Payment Information Section</i>		
ICD-10 CODES (Optional)			

*If no payment is provided and no provider card is on file, the specimen **will not be processed.***

Test Selection (Required)

- **Clearly check the box** next to the test(s) you are ordering.
- If selections are unclear, we will attempt to verify—however, this may **delay results** or result in **sample rejection**.

TEST SELECTION	
INTRACELLULAR	CARDIOVASCULAR
Tube: 2 ACD (Yellow Top) Tubes <i>Please verify testing tube expiration date.</i> KI: Microelemental or Combo Kit acceptable 1 Time sensitivity - See specimen collection instructions on reverse side. ■ Micronutrient Test - Aspartate - Biotin - Carnitine - Chromium - Choline - Cobalamin - Coenzyme Q10 - Copper - Cysteine - Folate - Fructose Sensitivity - Glucose/Insulin Interaction - Glutamine - Glutathione - Inositol - Lipid: Acid - Magnesium - MMU/DHAP - SPECTROB - Selenium - Serine - Vitamin A - Vitamin B1 - Vitamin B2 - Vitamin B6 - Vitamin B12 - Vitamin C - Vitamin D3 - Vitamin K2 - Zinc	Please verify testing tube expiration date. KI: Combo 1 Time sensitivity - See specimen collection instructions on reverse side. ■ LPPP Plus (Lipoprotein Profile Tube) Tube: 2 SST (Light Top) Tube Lipoprotein Fractionation Lipoprotein Particle Numbers Total Cholesterol HDL Cholesterol LDL Cholesterol Triglycerides Lipoprotein (a) hs-CRP Homocysteine Apolipoprotein A-I Apolipoprotein B Insulin ■ Cardiac Tube: 2 SST and 1 EDTA Tube Lipoprotein Particle Profile Plus Hemoglobin A1c
WELLNESS PANELS	GENETICS
Tube: 2 ACD (Yellow Top) Tubes <i>Please verify testing tube expiration date.</i> KI: Microelemental ■ Immune Health ■ Mental Health ■ Energy Optimization ■ Weight Optimization	Please verify testing tube expiration date. KI: Genetics ■ MTHFR - 1 Blue Top or 1 Purple Top Tube ■ Telomere - 1 Blue Top Tube
	COMBINATION PANELS
	Please verify testing tube expiration date. KI: Microelemental or Combo Kit acceptable ■ AgeNexus - 2 ACD and 1 Blue Top ■ CardiacNexus - 2 SST and 1 Blue Top or 1 Purple Top

INCLUDE REQUISITION FORM INSIDE OF PATIENT'S SAMPLE KIT WHEN SHIPPING

ACCOUNT INFORMATION (If blank, please complete and select provider)

Print Provider Name	NPI:

SPECIMEN INFORMATION

Collection Date Required* (MM/DD/YYYY)	Time*	Fasting*
	AM PM	☐ Yes ☐ No
Phlebotomist Vendor ID		

PATIENT INFORMATION

Last Name*	First Name*	MI
Date of Birth* (MM/DD/YYYY)	Gender*	Has patient been drawn for a Micronutrient test before? *
	☐ M ☐ F	☐ Yes ☐ No
Address*		
City*	State*	Zip*
Phone*		
Email*		

BILLING INFORMATION

Is this a redraw? ☐ Yes ☐ No		Original Accession ID: _____
☐ Provider (Credit Card on File)	☐ Patient (self-pay)	
*Complete Payment Information Section		

ICD-10 CODES (Optional)

--	--	--	--

PAYMENT INFORMATION For Patient (Self-Pay)

Select: ☐ Credit Card ☐ Check # _____	Total Amount: \$ _____
☐ Visa ☐ Mastercard ☐ American Express ☐ Discover ☐ Care Credit	
Credit Card # _____	
Cardholder Name: _____ Ex. Date: ____/____/____ CVV: _____	
Patient Acknowledgment I understand that SpectraCell does not accept insurance and will not file a claim to a third party payor on my behalf. I hereby authorize payment in full for the test(s) ordered on this form.	
X Signature	Date

FOR SPECTRACELL USE ONLY

ACD	SST	LAV	BLUE	UNST	T-UNK	REQUISITION NUMBER For SpectraCell Use Only
T-S	T-P	OI °C	NOI °C	Sample #		
Kit Type		Verify Doc	Verify Name	Check #		
Tube NTM						
REJ Test						
Tube #		Docu #				

FedEx Tracking Number: (For Spectracell Use Only)

TEST SELECTION

INTRACELLULAR

Please verify testing tube expiration date.

Time sensitive-See specimen collection instructions on reverse side.

☐ **Micronutrient Test**
Tube: 2 ACD (Yellow Top) Tubes

Asparagine	Manganese
Biotin	Oleic Acid
Calcium	Pantothenate
Carnitine	Selenium
Choline	Serine
Chromium Coenzyme	Vitamin A
Q10 Copper	Vitamin B1
Cysteine	Vitamin B2
Folate	Vitamin B3
Fructose Sensitivity	Vitamin B6
Glucose-Insulin	Vitamin B12
Interaction Glutamine	Vitamin C
Glutathione	Vitamin D3
Inositol	Vitamin E
Lipoic Acid	Vitamin K2
Magnesium	Zinc
	IMMUNIDEX
	SPECTROX®

CARDIOVASCULAR

Please verify testing tube expiration date.

Time sensitive-See specimen collection instructions on reverse side.

☐ **LPP® Plus** (Lipoprotein Particle Profile)
Tube: 2 SST (Tiger Top) Tubes

Lipoprotein Fractionation
Lipoprotein Particle Numbers
Total Cholesterol
HDL Cholesterol
LDL Cholesterol
Triglycerides
Lipoprotein (a)
hs-CRP
Homocysteine
Apolipoprotein A-1
Apolipoprotein B
Insulin

☐ **Cardi-A1c**
Tube: 2 SST (Tiger Top) Tubes and 1 EDTA (Lavender Top) Tube

Lipoprotein Particle Profile Plus
Hemoglobin A1c

WELLNESS PANELS

Please verify testing tube expiration date.

Time sensitive - See specimen collection instructions on reverse side.

☐ **Immune Health**
Tube: 2 ACD (Yellow Top) Tubes

☐ **Mental Health**
Tube: 2 ACD (Yellow Top) Tubes

☐ **Energy Optimization**
Tube: 2 ACD (Yellow Top) Tubes

☐ **Weight Optimization**
Tube: 2 ACD (Yellow Top) Tubes

GENETICS

Please verify testing tube expiration date.

☐ **MTHFR** - 1 EDTA (Lavender Top) Tube

☐ **Telomere** - 1 Sodium Citrate (Blue Top) Tube

COMBINATION PANELS

Please verify testing tube expiration date.

Time sensitive - See specimen collection instructions on reverse side.

☐ **AgeNexus** - 2 ACD and 1 Blue Top

☐ **CardiacNexus** - 2 SST and 1 Purple Top

☐ **BaselineNexus** - 2 ACD, 2 SST, 1 Blue and 1 Purple Top

FIND A DRAWSITE



For a list of Draw Sites in the U.S., please scan the QR Code.

PROVIDER NOTES

IMPORTANT NOTICE

Collect samples Monday-Friday, except on or the day before federal holidays.

First verify the expiration date on the test tube, then label it with the PATIENT NAME, DATE OF BIRTH, and DATE OF COLLECTION.

It is strongly recommended that a 21-gauge needle be used for specimen collection.

Test	Fasting	Collection Tube (Volume)	Mixed by Inverting	Centrifuge Between 30-60 mins	Refrigerate Until Shipped
Micronutrient (MNT)	N/A	ACD (2)	8 x	No	N/A
LPP Plus	Yes (9-12 hrs)	SST ¹ (2)	N/A	Yes ² (3000 rpm for 15mins)	Yes
Telomere	N/A	BLU (1)	6 x	No	N/A
MTHFR	N/A	LAV (1)	6 x	No	N/A
Immune Health	N/A	ACD (2)	8 x	No	N/A
Mental Health	N/A	ACD (2)	8 x	No	N/A
Energy Optimization	N/A	ACD (2)	8 x	No	N/A
Weight Optimization	N/A	ACD (2)	8 x	No	N/A
AgeNexus	N/A	ACD (2)	8 x	No	N/A
		BLU (1)	6 x	No	N/A
CardiacNexus	Yes (9-12 hrs)	SST ¹ (2)	N/A	Yes ² (3000 rpm for 15mins)	Yes
		LAV (1)	6 x	No	N/A
Cardi-A1c	Yes (9-12 hrs)	SST ¹ (2)	N/A	Yes ² (3000 rpm for 15mins)	Yes
		LAV (1)	6 x	No	N/A
Baseline Nexus	This kit includes the MNT, LPP, Telomere, and MTHFR tests. Please follow the individual test instructions provided above.				



ACD
ACD
Solution A



SST
Serum
Separator



LAV
EDTA



BLU
Sodium
Citrate

❶ SST only: Place SST tubes directly against and between all frozen ice packs. Keep ACD and other tubes away from the ice packs.

❷ Do NOT pour off the serum.

SPECIMEN PACKAGING – ALL SPECIMENS SHOULD BE PACKAGED IN ONE KIT

Micronutrient (MNT) Kit Only

- Freeze all ice packs for 24 hours before collection. * (Use ALL ice packs included in the kit)
- Place tubes in foam holder and seal inside biohazard bag. Place requisition in outside pocket.
- Place all ice packs in small compartment. Place ACD tubes (inside foam holder/ biohazard bag) in large compartment.
- Secure Styrofoam lid and tape cardboard lid closed.

Telomere/MTHFR Kit Only

- Place tube(s) in silver envelope.
- Remove paper strip and seal envelope securely.
- Place the sealed silver envelope and completed requisition into the return shipping bag.

LPP Plus Kit Only

- Freeze all ice packs for 24 hours before collection. * (Use ALL ice packs included in the kit)
- Place tubes inside biohazard bag. Seal it and place requisition in small compartment.
- Place SST tubes directly against and between all frozen ice packs in large compartment.
- Secure Styrofoam lid and tape cardboard lid closed.

Multiple Tests in One Kit

- Freeze all ice packs for 24 hours before collection. * (Use ALL ice packs included in the kit)
- Place tubes in foam holder and seal inside biohazard bag. Place requisition in outside pocket.
- SST tubes: Place between ice packs in large compartment.
- All other tubes: Place in small compartment. Do not place ACD tubes directly against frozen ice packs.
- Secure Styrofoam lid and tape cardboard lid closed.

SPECIMEN RETURN SHIPPING INSTRUCTIONS

❶ Always leave samples with a FedEx Pick up driver or inside a FedEx facility; DO NOT USE COURIER DROP BOX OR THRID PARTY MAIL CENTER.

For FedEx, call 1-800-GoFedEx (1-800-463-3339) to schedule a pickup.

Domestic Shipping: The Priority Overnight prepaid FedEx shipping label has been affixed to the SpectraCell Kit for return shipping.

International Shipping: A prepaid FedEx Priority Overnight return label is affixed to the FedEx pouch on the FedEx bag. Complete all 3 Commercial Invoices included with your kit, place 2 additional return labels and the completed Commercial Invoices in the pouch and place the kit inside the FedEx bag.

UPS return shipping is also available upon request. Please contact Customer Service if UPS shipping is needed.

All specimens **MUST BE SHIPPED OVERNIGHT** on the same day they are collected.

Specimen Acceptance & Rejection Criteria

LPP REJECT

- If not received on ice (NOI) or **>25°C**
- If **2** days old & temperature **>25°C**
- If **3 or 4** days old & temperature **> 8°C**
- If **> 5** days old, regardless of temperature
- If not spun
- If 3+ hemolysis (**determined by LPP staff only**)
- No specimen or wrong tube type (only SST tubes or serum acceptable)
- If received frozen

MNT REJECT

- If definitely **> 2** days old
- If pre-spun or no gradient
- If no specimen or wrong tube type (only ACD yellow top tubes acceptable)

MTHFR REJECT

- If **> 5** days old
- If no specimen or wrong tube type (only lavender top acceptable)

Telomere REJECT

- If **> 5** days old
- If no specimen or wrong tube type (only blue top acceptable)

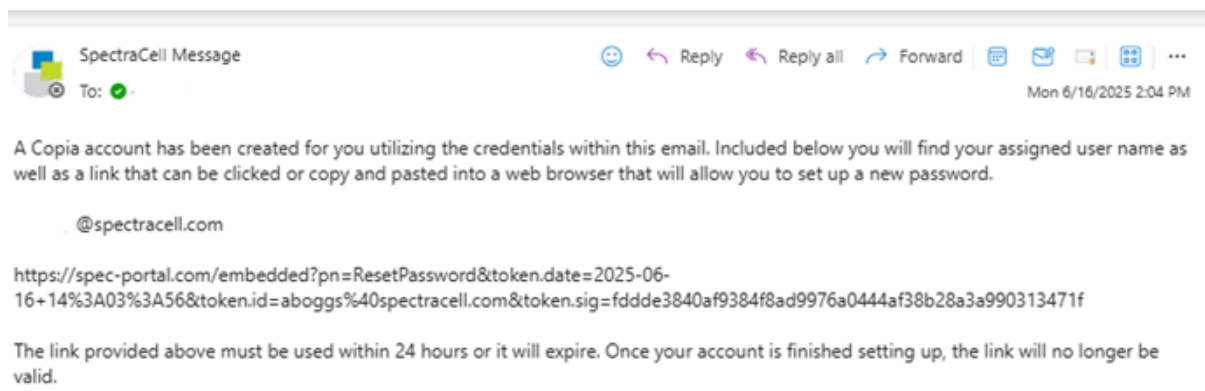
RESULTS PORTAL

Logging In

The Results Portal is best viewed using a Chrome browser. Current browser versions of Firefox and Safari are also supported. Internet Explorer is not supported and should not be used.

- 1 Log in using the link provided in your **Copia Account Credentials** email sent to you. This email includes your **Username** and a link to access the portal.
Note: These credentials are not the same as your Provider Dashboard login.

Copia Account Credentials



Upon login, you will be prompted to change your password before proceeding. Once your new password is set, please be sure to complete the following steps.

A screenshot of the SpectraCell Laboratories web portal. On the left is a sidebar with menu items: "Manage Orders", "Manage Samples", "View Results", "Patient Info", "This Location", and "My Preferences". The main content area is titled "New Password" and contains two input fields: "New Password" and "Confirm Password". Below the fields is a note: "Note: Leading and trailing spaces in passwords will be removed."

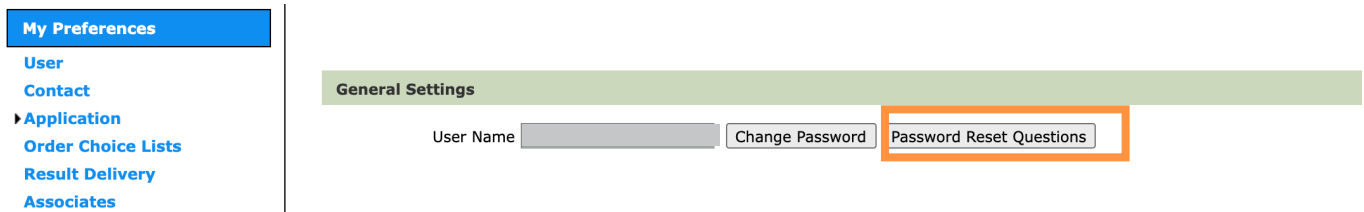
- 2 Click inside the **Available Locations** box and confirm the Location(s) you are associated with.

A screenshot of the SpectraCell Laboratories web portal. On the left is the same sidebar as the previous screenshot. The main content area is titled "Set Location" and contains a section "Please choose your location". Under this section is a box labeled "Available Locations:" which contains a list of locations. The first location is "Spectracell Laboratories" under the heading "Practice1". Below the list is a "Label Printer Type:" dropdown menu set to "EPL2" with a note "(workstation setting stored in a cookie)".

RESULTS PORTAL

- 3 To enhance account security, set up your **security questions** for password recovery by going to **My Preferences** → **Application** within the portal.

This allows you to **reset your password on your own** if you forget it in the future. If you experience any issues during setup or need help resetting your password, please contact **SpectraCell Customer Support** for assistance.



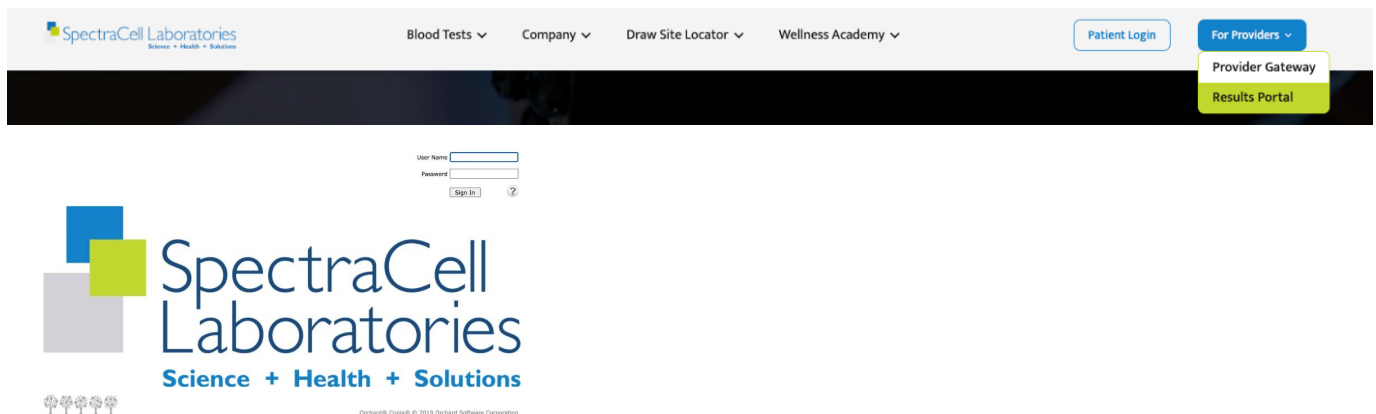
After entering your answers for your security questions, hit **Save** within the dialog box and then sign out of the portal by clicking **Sign Out** in the bottom left hand corner of the window.



Sign Out

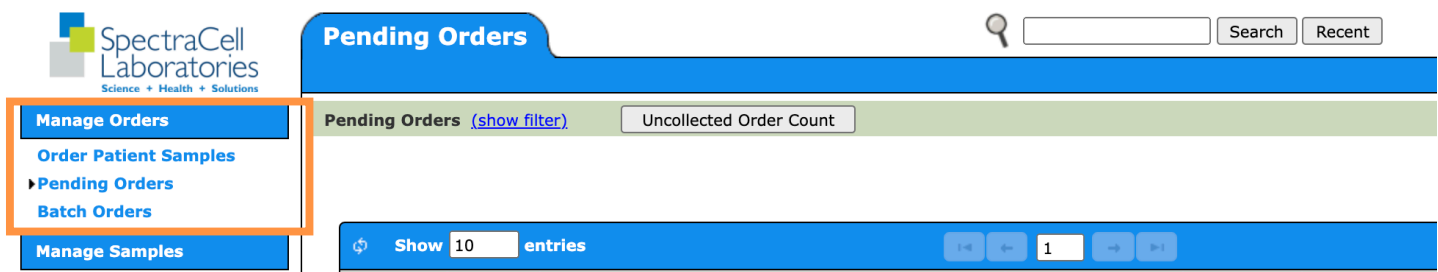
- 4 To access patient lab in the future, go to www.spectracell.com and click on the **Provider Results Portal** tab on our homepage.

Tip: Bookmark the Results Portal for quicker access in the future.



Pending Orders

To view your order status, navigate to **Manage Orders** and click on **Pending Orders**.



RESULTS PORTAL

Retrieving Results

- 1 Within the Results Portal, providers will only have access to results for patients they personally ordered testing on. To view these, navigate to the **View Results** tab and click on **User Inbox**.

Accounts with multiple providers may use the **Location Inbox** instead, which grants non-ordering office staff access to all patient results within the practice. To enable this feature, you must fill out the **Result Portal Authorization Form**.

The screenshot shows the SpectraCell Laboratories Results Portal. On the left is a sidebar with navigation links: Manage Orders, Manage Samples, View Results (highlighted), Location Inbox, User Inbox, Patient Info, This Location, and My Preferences. The main area is titled 'User Inbox' and contains a search bar, a 'Reports (show filter)' section with buttons for Acknowledge, Print, and Delete, and a table of results. The table has columns for Severity, Priority, Order ID, Patient, Order Choice Abbreviations, Results Received, Order Date, Ordering Provider, Ordering Location, Status, Selected, and Ack'd. Two rows are visible, both marked as 'Abnormal' and 'Complete'.

- 2 Click on the **Order ID**, then select **Lab Report → View**

This screenshot shows the 'View Results' table with a dropdown menu open for the first 'Abnormal' result. The dropdown menu includes options: Review Order, Samples, Labels, Requisition, Change Log, Lab Report (selected), Linked Documents, and Lab Info Request. A 'View' button is highlighted next to the 'Lab Report' option. The table header and other rows are also visible.

- 3 You have the option of printing, downloading, or emailing the report to an external recipient.

The screenshot displays a 'Lab Report' for entry 1130-00074336367-200812. It shows the entry details, including the order ID, patient information, and test results. At the bottom right, a box contains three buttons: Options, Deliver, and Refresh. The 'Options' button is highlighted. The interface also includes a search bar, a 'Viewing Entry 1 out of 179' indicator, and a 'Page Width' control.

CLINICAL CONSULTATION

New clients of SpectraCell are eligible for a complimentary consultation with a member of our clinical & scientific Team as part of our New Client Consultation Program. If you are a new client, please contact your Sales Representative for more information and to schedule your complimentary consultations.

Consultations cover:

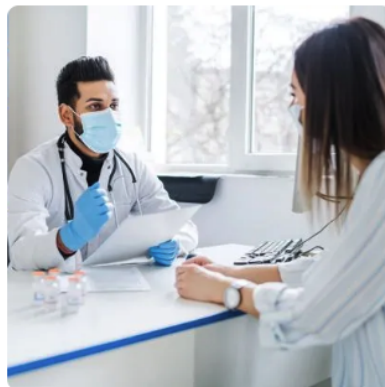
- ▶ Comprehensive report interpretation
- ▶ Personal supplementation recommendations tailored to specific deficiencies
- ▶ Case study reviews

I For support beyond the **New Client Consultation Program**, we encourage you to utilize our network of independent clinical consultants. A **consultation fee** applies. To schedule a consultation, log in to the **Provider Dashboard** and click on the **Clinical Consultation** tab.



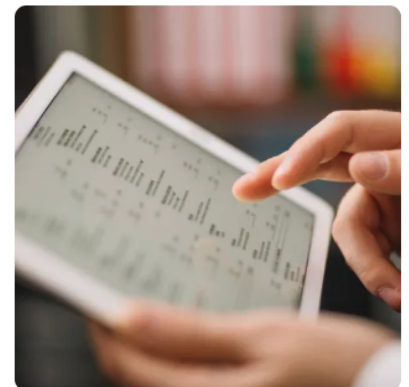
Order Supplies

Order supplies to your office at no cost or drop ship supplies to your patients for a fee.



Clinical Consultation

Get help on report interpretation and clinical application from our verified consultants.



Results Portal

View your pending orders and access completed lab results.

*Separate login from Provider Dashboard

[Go to Results Portal](#)

[Results Portal FAQ](#)

MEET OUR CLINICAL & SCIENTIFIC TEAM



SCIENTIFIC INQUIRIES

Jonathan Stein

Laboratory Director

For questions regarding our technology and test methodology, please contact at **jostein@spectracell.com**.



Dr. Jonathan Stein, MS, Ph.D., HCLD(ABB), is an experienced leader in clinical laboratory science, research and development, and executive management, currently serving as laboratory director of Spectracell Laboratories in Houston, Texas, and CEO and President of Laboratory Consulting Services, LLC (dba Molecular Diagnostic Consulting), where he provides clinical and scientific leadership for CLIA labs, pharmaceutical organizations and CROs. With a career spanning over two decades, he has held pivotal roles such as Chief Science Officer, Medical Director and Research Investigator at multiple prestigious organizations, including Alliance Diagnostics, Plus Therapeutics, and MD Anderson Cancer Center.

Dr. Stein provides clinical/scientific leadership and subject matter expertise for Spectracell Laboratories, an advanced diagnostic lab focused on functional nutrition, lipid chemistry, telomere testing and nutritional genetics. His expertise encompasses clinical testing, novel assay development and compliance, driving advancements in clinical testing for anti-aging, nutrition and molecular diagnostics.

Dr. Stein's extensive background includes molecular biology, genetics, and biostatistics, with a Ph.D. from the University of Texas Graduate School of Biomedical Sciences, postdoctoral research at M.D. Anderson Cancer Center, and board certification from the American Association of Bioanalysis. A prolific communicator, **Dr. Stein** has authored numerous publications and delivered presentations on topics ranging from pharmacogenomics to advanced cancer therapies, solidifying his reputation as a thought leader in the biomedical field.



MEET OUR CLINICAL & SCIENTIFIC TEAM



CLINICAL & PRACTICE SUPPORT

Heather Dockstader

Clinical Consultant

For questions regarding our technology and test methodology, please contact at jostein@spectracell.com.



Heather Dockstader, MS, CNS, MB (ASCP)CM, is a dedicated Clinical Nutritionist and Molecular Biologist with over nine years of experience in clinical operations, project management, and strategic planning. With a deep-rooted passion for biochemical and functional nutrition, Heather combines her expertise in genomic analysis to empower individuals to achieve optimal health through personalized, evidence-based strategies.

In her professional journey, Heather has demonstrated exceptional leadership in managing teams and complex clinical trials. Her role as Clinical Laboratory Scientist at NeoGenomics Laboratories involved leading genetic sequencing validation studies and contributing to significant advancements in cancer companion diagnostics for targeted therapy.

Heather applies her molecular biology background and clinical expertise to translate complex diagnostic data—including microbiome sequencing, metabolic labs, body composition analysis, and functional assessments—into individualized nutrition protocols grounded in nutritional biochemistry. She designs evidence-based interventions with particular depth in gut health, the microbiome, and the gut-brain and gut-metabolic axes, partnering closely with physicians to refine therapeutic strategies and assess emerging research for clinical applicability. With fluency in primary literature and a mechanism-driven approach to clinical reasoning, Heather advances whole-person, precision-based care within a systems-biology framework, helping patients achieve optimal health through personalized, scientifically rigorous nutrition.

Outside of her professional life, Heather enjoys an active lifestyle that includes hiking, fly-fishing, strength training, running, and rebounding, which not only benefits her physical health but also enhances mental clarity and neurogenesis. She is passionate about educating others on how to improve their gut biome density and biodiversity through natural food choices and lifestyle behaviors.



BILLING INFORMATION

Please review our accepted forms of payment below.

PROVIDER CREDIT CARD ON FILE

This option is for providers who intend to charge their patients directly for their services and prefer that SpectraCell charge their office discounted Tier Pricing. Clients are required to provide a valid credit card to remain on file by completing a Credit Card Authorization Form. Tests will be billed at the time the patient specimen is received. All receipts will be emailed to the email address provided on Credit Card Authorization Form.

Important Notes:

- *Payment in full is required at the time of service.*
- *Specimens will not be processed until payment is received.*
- *Missing payment must be received within **48 hours** of sample collection or the sample will be discarded.*
- *Client is responsible for all credit card updates and/or changes to ensure there are no issues with processing the payment.*

PATIENT SELF-PAY

This option is for providers who do not intend to charge their patients and prefer that SpectraCell charges a patient directly. All receipts will be emailed to the patient email address provided on requisition form.

Important Notes:

- *Payment in full is required at the time of service.*
- *Specimens will not be processed until payment is received.*
- *Missing payment must be received within 48 hours of sample collection or the sample will have to be discarded.*

Accepted Payment Methods:

- Credit Card
- PayPal
- Google Pay
- HSA/FSA Debit Card
- Check
- Buy Now, Pay Later (CareCredit)

TERMS OF SERVICE

At SpectraCell Laboratories, we want to assure you that we're here to make your testing experience as smooth and hassle-free as possible. We hope you understand that testing with healthy lymphocytes can sometimes present challenges, but we've put in place some guidelines to address any issues that may arise.

Our primary goal is to provide you with precise and accurate results, along with best in class customer service. Your satisfaction is of utmost importance to us and we are here to support you every step of the way.

Refund and Redraw Policy

Refund Eligibility

A refund or one redraw only applies to customers who receive the following report notification:

- Non-Responsive Test (NRT) – no results were produced
- Test Not Performed (TNP) – the sample was rejected

Refund Issuance:

Refunds will be credited back to the original payment used (i.e., refunded to the original credit card used to process the transaction. All cash and check payments will be refunded by check.

How to submit a refund request:

To submit a refund request, send an email to support@spectracell.com. All refunds must be requested by the healthcare provider or online ordering customer for refund to be considered. Any request made other than by the healthcare provider or online ordering customer will not be considered.

All refund requests must be submitted in writing within 30 days from having received notice of test report outcome. All refund requests submitted after 30 days from receipt of the notification report are not eligible for a refund.

Request for a refund due to cancellation, only apply to orders cancelled by a healthcare provider or online ordering customer in a timely manner. **(See Cancellation Eligibility)**

Redraw Eligibility:

- If the initial test report results in a Non-Responsive Test (NRT), where no results were produced or a Test Not Performed (TNP), where the sample was rejected: the healthcare provider or online ordering customer is eligible for a full refund or one redraw.
- If the redraw results in a Non-Responsive Test (NRT), the healthcare provider or online ordering customer are not eligible for a refund.

Redraws must be performed within 60 days from the date the original report notification was received unless otherwise recommended on the report. Redraws may be subject to additional fees.

TERMS OF SERVICE

Cancellation Policy

The following applies to orders made by a healthcare provider.

- If the cancellation request is received within 24 hours before receipt of the sample, the healthcare provider is eligible for a full refund, less a \$50 sample handling fee.
- If the cancellation request is received post 24 hours upon receipt of the sample, the healthcare provider is not eligible for a full refund.

Non-Payment or Insufficient Payment

In the case of non-payment or insufficient payment, SpectraCell reserves the right to hold the processing of a sample. If a patient sample arrives without payment or within sufficient payment, the sample will not be processed until payment is received. We will contact the ordering provider and/or patient to obtain the missing payment information. It is important to provide the missing payment within 48 hours of sample collection, or the sample may have to be discarded. Healthcare providers will receive an email notification regarding missing payments.

Disclaimer

Please note that SpectraCell Laboratories, Inc. reserves the right to change terms and conditions at any time. All customers are encouraged to periodically review our latest published Terms and Conditions Policy. We are here to assist you with any questions or concerns. If you need further information, please feel free to email us via support@spectracell.com or call us at [800-227-LABS](tel:800-227-LABS).

GET IN TOUCH

800-227-5227

support@spectracell.com

www.spectracell.com

6030 North Course Drive | Houston, TX 77072