

## FAQs ABOUT THE DIVITUM® TKa TEST ASSISTANCE

Biovica Cares  
Patient Assistance  
Qualification Form



**Q: What are the eligible medical/drug expenses that apply to answering question 1 (“Were your medical expenses greater than 10% of your gross household income—or higher than \$6,380—during the last calendar year?”).**

**A:** Expenses typically include medical, dental, and vision insurance premiums, deductibles, copays, and any expenses associated with those visits. Other common expenses include:

### Common Internal Revenue Service (IRS) Medical Expenses

Acupuncture	Fertility enhancement	Podiatrist
Alcoholism treatment	Gynecologist	Psychiatrist
Ambulance services	Hearing aids and batteries	Psychologist
Annual physical examination	Hospital bills	Smoking cessation programs
Birth control pills (by prescription)	Laboratory fees	Surgery
Chiropractor	Lodging (away from home for outpatient care)	Therapy or counseling
Childbirth/delivery	Nursing home	Medical transportation expenses
Doctor’s fees	Nursing services	Transplants
Dental treatments (including X-rays, dentures, fillings, oral surgery)	Obstetrician	Vaccines
Dermatologist	Osteopath	Vision care
Diagnostic services	Oxygen	Weight loss programs (for a specific disease diagnosed by a doctor)
Disabled dependent care	Pregnancy test kits	Wheelchairs
Drug addiction therapy	Prescribed medications and drugs (see examples below)	X-rays

### Commonly Prescribed Medicines

Acid controllers	Cold and flu medicines	Motion sickness medicines
Acne medicines	Eye drops	Nasal sprays or drops
Aids for indigestion	Feminine antifungal or anti-itch products	Ointments for cuts, burns, or rashes
Allergy and sinus medicines	Hemorrhoid treatments	Pain relievers, such as aspirin or ibuprofen
Antidiarrheal medicines	Laxatives or stool softeners	Sleep aids
Baby rash ointments	Lice treatments	Stomach remedies

**Q: Is there another way to qualify for DiviTum TKa assistance if I do not answer yes to questions 1, 2, or 3?**

**A:** Yes. Please contact a Biovica Cares Patient Advocate at: 1-877-BIOVICA (246-8422), option 2 to ask about other qualification options.\*

**Q: What documentation do I need to provide to qualify?**

**A:** Simply complete this qualification form, answer yes to questions 1, 2, or 3, sign, and submit with your lab test. Or complete the online form at [www.biovica.com/cares](http://www.biovica.com/cares), or use the QR code provided.

**Q: Why would I receive a bill from Biovica that is higher than \$75?**

**A:** The most common reasons people receive a bill higher than \$75 are: **1)** We do not have a valid qualification form on file, and/or **2)** Your insurance company elected to pay you directly for our services. If you receive a payment from your insurance company, please call 1-877-BIOVICA (246-8422), option 2 to make a payment over the phone and speak to a patient advocate.

**Q: Whom do I contact if I have a question about my Explanation of Benefits (EOB) and/or insurance?**

**A:** Contact a Biovica Cares Patient Advocate at 1-877-BIOVICA (246-8422), option 2, and we will be happy to assist you with any questions you may have. Note: An EOB is not a bill from Biovica.

**Q: How do I submit my Biovica Cares Patient Assistance Qualification Form?**

**A:** Submit online at [www.biovica.com/cares](http://www.biovica.com/cares).

\*Other ways of qualifying may require supporting documentation.

Completed paper forms must be sent, along with the specimen, at the time of ordering the DiviTum TKa test, or may be completed at any time after at [www.biovica.com/cares](http://www.biovica.com/cares), or by using the provided QR code. Every effort will be made to process your form expeditiously. Have questions? Call a Biovica Cares Patient Advocate at: 1-877-BIOVICA (246-8422), option 2

[www.biovica.com/cares](http://www.biovica.com/cares)

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