



Dunwoody Labs is an innovator of testing solutions that assist in the diagnosis and management of conditions.

Setting Up Your Account

Complete the entire account agreement form including your billing preferences. For questions regarding the agreement, please contact your Sales Director.

Once your account agreement is completed, we will ship a starter kit.

Within two business days, your account will be established and a web portal will be created where you will be able to order test kits. You will receive an email confirmation and at that time you can begin ordering.

Please contact us for more details on how the simple pay program works and how it reduces the out of pocket cost for your patients at info@dunwoodylabs.com or call **678-736-6374**.

www.dunwoodylabs.com/clinic
Please login to your portal to order kits.

Ordering Tests

There are specific test kits for the test panels offered. Check to make sure you have the appropriate test kits in stock.

Determine the appropriate test, complete the enclosed requisition, send the patient with test kit to get blood drawn or draw in office.

Which tests do I have to fast for?

- Our Advanced IBA (intestinal Barrier Assessment) requires a 12 hour fasting period. Our other tests, like our AIMS profiles, do not require fasting.
- Please visit our online testing and FAQ sections, at www.dunwoodylabs.com, for more test specific information about our individual tests

Blood Draws

Send patients to LabCorp, Arcpoint Labs, Any Lab Test Now or other independent locations as determined by your local sales representative. The patient is responsible for lab draw fee. (\$25 - \$50).

Can we store samples over night before shipping?

- Though this is not recommended you can refrigerate the samples (not freeze) over night to ship out the next day. (Monday-Thursday)

Blood draw centers will ship specimen.

Shipping Specimens

If you do not already have a regularly scheduled FedEx or UPS pickup (Depends on Return Label included with the kit) you will need to email directly or call customer service at 678-736-6374 to schedule one. Please call or email Dunwoody Labs by 5:00 p.m. EST to schedule a pick up, info@dunwoodylabs.com.

If I am a phlebotomist from a third party lab, like Labcorp, how do I schedule a UPS pickup?

- UPS will charge you if you call for a pick up. Simply give our customer service department a call so we can schedule a free pickup for you while you are still on the line.

FedEx is our preferential shipping carrier.

Results and Results Reviews

You will receive an email stating how to access/set up your web portal upon account setup. Results will be available in the provider portal within 14 calendar days of receipt. Hard copies are not routinely distributed but are available upon request.

Please email info@dunwoodylabs.com or call **678-736-6374** if you would like a hard copy.

Please call **678-736-6374** or email clinical.ed@dunwoodylabs.com to schedule your results review. Provide (3) dates/times when you are available. Results reviews are only provided to healthcare practitioner and not directly to patients.

Montoya Crawford
Clinical Education Coordinator
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Phone: 678-736-6374

Why are my results taking longer than 14 calendar days?

- Any time we come across an issue with the sample or requisition sheet, like missing physician signature, incomplete billing information, and incomplete patient information, the sample is placed on hold. Upon removing the sample from hold, the 15 day turnaround time begins.

Marketing Materials and Test Kits

Patient education brochures will be provided by Dunwoody Labs. To order, please utilize the online system associated with your account for test kits and brochures. All materials will be shipped ground unless otherwise noted. Please let us know if you need expedited test kits.

To order supplies, please log into your provider web portal:
www.dunwoodylabs.com/clinic/loginform.cfm

Educational Opportunities

Newsletters and webinars will be provided. Please watch for emailed details.

Dr. Cheryl Burdette video:
https://youtu.be/1_M5EmXgUIA

Insurance

Dunwoody will submit for insurance reimbursement on behalf of your patient. We strongly discourage providers submitting for insurance on their own. Patients will be required to pay their co-pay at the time of test processing and have a maximum annual deduction of \$2,500. Exceptions are made, but must be approved by Dunwoody Labs. Insurance will be verified prior to running the tests. Should insurance not pay, patients will have the option of not testing or paying the cash price.

- We do not accept: Medicare, Medicaid, Tri-care, HMO's, EPO's, Assurant Health, Coventry, Champ VA
- If I have an acceptable insurance, the cost (processing fee) PER test:
 - Each test has a simple pay insurance price of \$49. A copy of your insurance card front and back as well as a form of payment (check or credit card) needs to be provided with your sample along with the requisition.

NEW CPT CODES:

<http://dunwoodylabs.com/index.php/cpt-codes/> , provided as a suggestion

Cash Pay

Cash pricing is available when testing is not covered by insurance or provider is not able to order testing to be covered by insurance.

Our New Dunwoody Labs Insurance Simple Pay Plan

<http://dunwoodylabs.com/index.php/insurance-simple-pay-plan/>

Customer Service Contacts

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