

## How to Order and Test Information

### How can I place a BetterWay patient order?

Implementing BetterWay in your practice is easy. Simply choose what option works best for your practice.

#### Test requisition forms:

- Get access to paper-based test requisition forms to immediately start ordering BetterWay tests for your patients. Please fax your Patient's order to 512-233-2691.

#### BetterWay Clinician Portal powered by CareEvolve:

- You can start ordering BetterWay blood testing for your patients with CareEvolve – a quick and simple way to order and manage your patient's test results
- Contact your Clinician Relations representative directly or reach out to us to get started.

#### EHR integration:

- You can integrate BetterWay ordering with your EHR.
- For Clinicians with athenahealth, BetterWay is already available – just choose Babson Diagnostics in the ordering drop down menu or enter Babson Diagnostics in the search feature.
- Contact your Clinician Relations representative directly to understand requirements or contact us to get connected to your Clinician Relations representative.

### Which patients are appropriate for BetterWay blood testing?

- BetterWay is a great option for patients 18 or older who want a simple, convenient and affordable way to get their blood testing done for annual wellness exams, condition management and screenings.
- BetterWay is especially appreciated by patients who:
  - skip routine blood testing due to lack of convenience
  - have difficult to access veins, fear of needles, or those who experience fainting, dizziness, bruising, and other negative reactions to conventional blood draws
- BetterWay can help increase your patient visit effectiveness and reduce administrative costs with pre-visit lab testing.
- BetterWay blood testing is eligible to be covered by insurance when ordered by the clinician. BetterWay is available to Medicare and Medicaid patients with no out-of-pocket costs for covered testing. We also submit claims to all private commercial insurers.

### Who can order BetterWay blood testing?

BetterWay can be ordered for any US-based patient except for residents of NY, CA, MD, PA or RI. Consumers can also place self-initiated orders at [BetterWay.com](http://BetterWay.com).

#### Our clinician support hours are:

**Monday to Friday:** 7:00am–7:00pm Central Time

**Saturday:** 10:00am–5:00pm Central Time

**Sunday:** 10:00am–5:00pm Central Time

**Phone or Message:** 512-890-9690

**Email:** [cliniciansupport@betterway.com](mailto:cliniciansupport@betterway.com)

# Let's make health easier for everyone

To learn more, visit [betterway.com/for-clinicians](http://betterway.com/for-clinicians).

**Where is BetterWay blood testing available?**

BetterWay collection locations are currently available in Austin and coming soon to San Antonio. We are planning BetterWay expansion across Texas and then nationally. Please subscribe to our email newsletter at [BetterWay.com](http://BetterWay.com) to get notified about new locations, tests and new offerings from Babson Diagnostics.

**Where can I find the BetterWay clinician test menu?**

The Clinician test menu is available at [betterway.com/for-clinicians/test-menu](http://betterway.com/for-clinicians/test-menu).

**Do my patients need to fast before their BetterWay appointment?**

We do not ask patient fasting status at collection. If you would like your patients to fast for panels that include triglycerides, glucose or direct bilirubin, please remind them. We do offer Direct LDL and Hemoglobin A1c to help alleviate the burden of fasting.

**How will I receive my patient's BetterWay results?**

BetterWay results will be available to the ordering clinician in our CareEvolve portal or through your EHR integration if you have one set-up with Babson Diagnostics.

Your patient's results should be available in a day or two following their collection appointment. Your patient will receive a consumer-friendly copy of their lab report and will be notified of its availability by email or text.

**How do I (or my staff) contact Babson Diagnostics?**

If you or your staff have questions with topics related to ordering tests with BetterWay (including ordering process, lab reports, and IT integrations), please reach out to our clinician support.

**How do I cancel a patient's appointment?**

If you or a patient would like to cancel a test order, please reach out to our customer support. Our hours of operation are Monday to Friday from 7:00 am – 7:00 pm Central Time and Saturday/Sunday from 10:00 am – 5:00 pm Central Time.

**Phone or Message:** 512-877-8770

**Chat:** [betterway.com](http://betterway.com)

**Email:** [customersupport@betterway.com](mailto:customersupport@betterway.com)

**Web Form:** [betterway.com/customersupport](http://betterway.com/customersupport)

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### What ICD-10/diagnosis code(s) should be used for BetterWay?

Clinicians should report the diagnosis code that best describes the reason for the test. Only tests that are medically reasonable and necessary for the diagnosis or treatment of a Medicare or Medicaid patient will be reimbursed. These codes are for convenience only.

#### Patients who have issues with conventional venous collection

**R55** Syncope and collapse

**F40.231** Fear of injections and transfusion

#### CBC, metabolic, hepatic & renal testing

**E55.9** Vitamin D deficiency, unspecified

**E78.2** Mixed hyperlipidemia

**E78.5** Hyperlipidemia, unspecified

**I10** Essential (primary) hypertension

**E11.65** Type 2 diabetes mellitus with hyperglycemia

**E11.9** Type 2 diabetes mellitus without complications

**Z79.899** Other long term (current) drug therapy

#### HbA1c testing

**R73.01** Impaired fasting glucose

**R73.03** Prediabetes

**Z79.899** Other long term (current) drug therapy

#### Lipid testing

**E03.9** Hypothyroidism, unspecified

**E11.9** Type 2 diabetes mellitus without complications

**E78.2** Mixed hyperlipidemia

**E78.5** Hyperlipidemia, unspecified

**I10** Essential (primary) hypertension

**I11.9** Hypertensive heart disease without heart failure

**Z79.899** Other long term (current) drug therapy

#### Vitamin D testing

**E21.0** Primary hyperparathyroidism

**E55.9** Vitamin D deficiency, unspecified

**M81.0** Age-related osteoporosis without current pathological fracture

**N18.30** Chronic kidney disease, stage 3 unspecified

**N18.31** Chronic kidney disease, stage 3a

**N18.32** Chronic kidney disease, stage 3b

**N18.4** Chronic kidney disease, stage 4 (severe)

**Z79.899** Other long term (current) drug therapy

#### TSH testing

**E03.9** Hypothyroidism, unspecified

**E11.9** Type 2 diabetes mellitus without complications

**E78.2** Mixed hyperlipidemia

**E78.5** Hyperlipidemia, unspecified

**I10** Essential (primary) hypertension

#### PSA testing

**C61** Malignant neoplasm of prostate

**N40.0** Benign prostatic hyperplasia without lower urinary tract symptoms

**N40.1** Benign prostatic hyperplasia with lower urinary tract symptoms

**R35.1** Nocturia

**R97.20** Elevated prostate specific antigen (PSA)

**Z12.5** Special screening examination for neoplasm of prostate

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## Billing & Coverage

### Is BetterWay covered by insurance?

BetterWay blood testing is eligible to be covered by insurance when ordered by the clinician. BetterWay is available to Medicare and Medicaid patients with no out-of-pocket costs for covered testing. We also submit claims to all private commercial insurers.

Babson is in active discussions with several health plans, so check back with us to stay updated as our coverage increases. We suggest that patients check with their insurer prior to using BetterWay.

### How much does BetterWay cost?

BetterWay gives patients a simple, affordable way to get their blood testing done for annual wellness exams, condition management and screenings. During check-out patients will clearly see their out-of-pocket maximum cost so there is no surprise pricing. Self-pay patients can save when compared to other blood testing options<sup>1</sup> currently available.

### What payment options are available for my patients?

Payments accepted for self pay include the following credit cards: Visa®, Mastercard®, and American Express. Apple Pay and Google Pay are also accepted.

Health Savings Account (HSA) or Flexible Spending Account (FSA) cards can also be used; however, we do not determine eligibility of expenses which are under the rules of your patient's HSA/FSA. Your patient will need to check with their health account administrator to see if these expenses are eligible for reimbursement under their plan.

### How will my patients receive their bill for BetterWay?

Patients will be invoiced via email and/or mail at the address(es) provided once the sample is received in the laboratory. Payment can be made electronically through the BetterWay portal or via US mail.

<sup>1</sup>BetterWay pricing is 43% (PSA), 29% (TSH), 58% (Lipid Panel), 61% (CMP), 51% (A1c) and 14% (CBC) less compared to Quest Health pricing as of January 2025.

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