



FAQ's

1. What is the California Prenatal Screening Program?

The California Prenatal Screening Program, a division of Genetic Disease Screening Program, focuses on detecting birth defects during pregnancy. PNS is working to assure prenatal screening services and follow-up diagnostic services, where indicated, are available to all pregnant women in California. The California Prenatal Screening Program is the largest prenatal screening program in the world.

2. Isn't this test covered by the State of California?

No, participation in the Prenatal Screening Program is voluntary. If a patient decides and consents to participate in the Prenatal Screening Program, there is a Program fee charged to the patient. This fee may be covered by health insurance. In most cases, health insurance companies and HMO's are required to cover the fees for the screening program after any deductible or co-pay. There is an exception made for self-insured employers. Medi-Cal covers the Program fee.

3. What is the cost of the California Prenatal Screening Program?

The Prenatal Screening Program is cost effective for California residents and their insurers, with one flat rate of \$162.00 that includes the initial blood test(s) for screening and any authorized follow-up services.

4. I have already submitted my insurance or Medi-Cal information. Why am I still being billed?

There are two possible reasons you may have received a bill:

1. Your insurance or Medi-Cal information may not have been transmitted to us by your provider. You may provide your insurance information to an agent by calling 510-412-1613.
2. Your insurance company did not pay your claim. Contact your insurance company if your claim was denied.

5. Why did my insurance only pay a portion of my bill...?

You probably have deductible or co-pay but, GDSP does not have insurance coverage information nor do we contact insurance companies on your behalf. If you have questions regarding your insurance coverage, contact your insurance directly. If you would like to pay the remaining portion of your bill you may speak with an agent to make a payment or set up payment arrangements.

6. Why don't you bill the secondary insurance?

Our system does not allow us to bill partial amounts to other insurance companies. Please forward your EOB (explanation of benefits) to your secondary insurance company to obtain payment of your remaining balance.

7. Why are you billing my medical group?

Your Health Plan is contracted with the medical group.

8. Is nonpayment or delay of payment going to affect my credit?

GDSP does not report to any credit bureaus. However, if your claim is not paid by you or your insurance company, you may be referred to the Franchise Tax Board for collection and the bill may be deducted from your Income Tax return.

9. How long does it take to receive a refund?

The refund gets initiated and approved at our office. After processing the documents, the accounting office forwards the refund request to the State Controller's Office to issue the check. This process can take as long as 8-10 weeks before you receive the refund check.

10. Are discounts available?

No. The GDSP test is voluntary and we are not able to accept amounts lower than the regulated fee. The fees are established by regulation.

11. My insurance paid, why am I still receiving a bill?

We may have not receive the payment or insurance mailed the check directly to the patient. We can do a research but we need a copy of the cancelled check.

12. Where can I send my payment?

If you are paying by check, please make check payable to the Genetic Disease Screening Program (GDSP) and send to 2688 W. Winton Avenue, Hayward, CA 94545-1108. You can also pay by credit card by filling out the stub on your invoice and sending it to the same address. If you don't want to mail your credit card information, you can also call GDSP staff at 510-412-1568.

13. Where can I send my insurance or Medi-Cal information?

There are three ways you can send your insurance or Medi-Cal information:

- You can send your insurance or Medi-Cal information to 2688 W. Winton Avenue, Hayward, CA 94545-1108. If your spouse is the primary subscriber in your insurance, please make sure to indicate the name of your spouse and date of birth.
- You can email your insurance or Medi-Cal information to www.cdphpnsbilling@cdph.ca.gov.
- You can call us at 510-412-1613 and we can take your insurance or Medi-Cal information.