



Curative, Inc.
430 S Cataract Ave
San Dimas, CA 91773
www.curative.com

Covid 19 testing/vaccination is done with no out of pocket cost to you and is billed to your health plan or the government. Curative is aware that patients may receive an Explanation of Benefits (EOB) for testing or vaccinations from their insurance companies. This is NOT a bill and usually notes this somewhere on the form. Curative will NOT send you a bill for Covid 19 testing/vaccine services.

Please see below for more information on EOBs for patients. Thank you for your cooperation and for testing and being vaccinated with Curative.

EOB. If you receive an Explanation of Benefits (EOB) or other paperwork from your insurance company, this is NOT a bill for Curative services. The document is a review of services performed by Curative, billed to your insurance company, the amount the insurance company paid to Curative, and the balance not paid. The insurance company may identify balances as "Amount not Covered" "Amount you May Owe" "Not Covered" and/or "Member Responsibility". As per the CARES act, the patient is not responsible for payment of COVID-19 related services that are not covered by your insurance company. Please do NOT pay any balances it may say are owed to Curative. You will not receive a bill from Curative requesting payment for the balance not paid by your insurance company. If you have any questions about this document or receive any other correspondence from your insurer, please contact our billing team at (888) 837-2205.

Your insurance company may pay you directly. In some instances, your insurance may send payment in the form of a check from your insurance company to you to pay for Curative services. You are responsible for submitting that payment to Curative. You can either endorse the check to Curative by writing on the back of the check, "Pay to the order of Curative" and mail the check and a copy of ALL pages of the EOB or other correspondence to Curative P.O. Box 102516 Pasadena, CA 91189-2516 OR If you have already deposited the check you received, please send a personal check or money order for the full amount of the payment on the enclosed statement, together with a copy of ALL pages of the EOB or other correspondence sent by your insurance company. You may also pay with a credit card by calling our Insurance Billing team at (833) 577-0934. Our office hours are Monday - Thursday 6am - 3pm PST, Friday 6am - 2pm PST.

Please do not hesitate to contact us at (888) 837-2205 or by email at insurancebilling@curative.com if you have any questions or need any assistance regarding this process.

We sincerely appreciate the opportunity to have participated in your care