



October 15, 2021

## **Superintendent's Message: COVID Testing Insurance Process**

Dear Parents, Guardians, Staff, Students and Community Members,

We are now in a good rhythm with our weekly COVID PCR testing and our school sites and offices with our staff and students. We appreciate your cooperation.

Parents and staff will begin receiving Explanation of Benefits (EOBs) for the testing. Individuals often interpret these as a bill or invoice, which they are not. These statements are generated by your insurance company and our COVID testing partners, Doctor Now and Malibu Medical Group, have no way of controlling how the information is presented to the individual.

Our providers have asked that parents and staff recognize the difference between an EOB and invoice. As we have communicated, our parents and staff will not be billed for any testing, despite what the EOB may claim. The reason that insurance information was provided during the registration process is for our providers to be reimbursed by the insurance provider, whether "In-Network" or "Out-of-Network." Our providers will collect only what is reimbursed by the insurance provider as designated nationally under terms of this pandemic.

In some cases, the insurance provider will send the reimbursement check directly to the participant. If that does happen, our testing partners will follow up with the participant directly to collect that reimbursement amount. But again, you will not be billed; this is a reimbursement of funds due to our testing company by your insurance provider.

If you have any questions or concerns, please contact our providers directly via email and include a copy of your invoice. Please do not send EOBs as this is part of the process and not an invoice. Send any invoice with your student's name, or your name if staff, and school, to:

Schools with Doctor Now: [info@mydoctornow.net](mailto:info@mydoctornow.net)  
(Lincoln MS, John Adams MS, Samohi)

Schools with Malibu Medical Group: [smmud@malibumedicalgroup.com](mailto:smmud@malibumedicalgroup.com)  
(Malibu ES, Webster ES, Malibu MS, Malibu HS, Franklin ES, Roosevelt ES, Grant ES, McKinley ES, Rogers ES, Muir ES, SMASH, Edison Language, Olympic HS, PPBL, District Office)

Thank you for your continued support of our testing protocols to keep students and staff safe and ensure ongoing in-person instruction. We are continuing to update our COVID Dashboard daily: <https://www.smmud.org/Page/6297> We have had an occasional technical glitch, which we do correct as soon as it's brought to our attention. This is an important tool for all of us and our goal is for information to be accurate.

Sincerely,

Dr. Ben Drati, Superintendent