



FAQ for Patients from our Embryo Options Customer Service Team

Q: Can I set up a Monthly payment plan?

A: Embryo Options will be billing patients monthly rather than every six (6) months as it was with GENESIS Fertility & Reproductive Medicine, P.C. We also offer a quarterly billing option.

Q: Can I pay in advance?

A: We can set you up on a quarterly payment plan.

Q: I was previously receiving a discounted rate for storage. Does that no longer apply?

A: Unfortunately, prior discounted rates cannot be offered moving forward. All patients will be billed the standard rates.

Q: If I pay the annual fee but use my specimens sooner, will the clinic prorate my amount and give me a refund?

A: Yes GENESIS will pro-rate your fee.

Q: Can I email disposition forms?

A: Yes, please email the forms to cryo@genesisfertility.com.

Q: Can I go into the office to sign the disposition forms?

A: Please contact GENESIS directly to see if that is something they can assist you with in person. You can email them at cryo@genesisfertility.com.

Q: What is the minimum amount I can pay?

A: The minimum requirement will be \$50 per month.

Q: Why was I never informed my abnormal/non-viable embryos were being stored?

A: You should have been contacted with your test results. Please reach out to GENESIS if you were not.

Q: Why am I being billed as I never gave permission to store this?

A: Fertility clinics cannot dispose of any specimens without a patients' written consent. You will need to complete disposition forms if you wish to discontinue the storage and for the billing to stop.

Q: What specimens do I have in storage?

A: Please contact GENESIS directly so that someone in the lab can provide you with this information.

Q: Where are my sperm/embryos being stored?

A: They are stored directly in GENESIS unless you signed a document to move them offsite.

Q: Does my insurance cover this storage?

A: Please contact your insurance company directly to see what their fertility storage coverage looks like. If you do have storage coverage, please contact GENESIS's billing department to discuss at

billing@genesishfertility.com.

Q: How do I transfer my specimen to a different facility?

A: You will need to complete some paperwork and possibly pay a transfer fee. Please contact GENESIS at (718) 436-3747 or cryo@genesishfertility.com for more details on the process.

Q: If my partner and I break up, how do I know he/she will not use it without my consent?

A: Both parties will need to be present for treatment.

Q: Can I donate my specimens to someone I know?

A: Please contact GENESIS for more information on this.

Q: Can I donate my specimens to GENESIS for research?

A: Yes, you can donate for scientific research or donate to another couple.

Q: How long does the donation process take?

A: Each donation is different, and GENESIS will outline the requirements for your donation. While your donation is in process, you are still responsible for your storage fees. After the embryos become the property of GENESIS or another person, your billing will stop.

Q: In my original agreement with the clinic, I said I did not want to store any abnormal embryos. Why do I have to complete disposition forms now?

A: Since patients can change their minds and not all abnormal embryos are the same, clinics do ask patients to complete the disposition forms after results are given.