



## STEM CELL LABORATORY (STCL)



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**DOCUMENT TITLE:**

Billing and Claim Process Letter

**DOCUMENT NOTES:**

### Document Information

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### Control Information

**Author:** WATER002

**Owner:** WATER002

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MARCUS CENTER FOR CELLULAR CURES  
CAROLINAS CORD BLOOD BANK  
PEDIATRIC TRANSPLANT AND CELLULAR THERAPY PROGRAM  
STEM CELL TRANSPLANT LABORATORY

**Joanne Kurtzberg, MD**  
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[kurtz001@mc.duke.edu](mailto:kurtz001@mc.duke.edu)

RE: DIRECT DONATION OF YOUR CHILD'S UMBILICAL CORD BLOOD  
CPT CODE – S2140

Dear \_\_\_\_\_,

I would like to take this important opportunity to explain the Billing and Claim Process required for processing and storing your child's umbilical cord blood at Duke University Medical Center. After your baby's cord blood has been successfully collected, shipped to Duke and processed, tested, and stored in the Duke Hospital Stem Cell Laboratory, we will submit a claim to your insurance company for this service.

The charge for this service is approximately \$2,800.00. If your insurance company pays any part of the claim, you will be financially responsible for any patient liability determined by your insurance company, such as deductibles, co-insurance, out-of-pocket maximums, etc. If your insurance company denies the claim, you will receive a billing statement from Duke University Medical Center for the total charge of the service provided to process, test and bank your baby's cord blood. At that time, please contact our Customer Service Department at (919) 620-4555 or (800) 782-6945 and request an uninsured discount. You will be responsible for paying the amount owed after the discount.

If you cannot pay this amount in full, you will be able to set up a monthly payment plan with Duke or request an application for Financial Hardship. Once the Financial Hardship application has been returned to Duke, the account will be placed on hold until a determination is made regarding the application. If financial aid is approved, some, or all, of the amount owed will be paid. If a residual balance remains, Duke will negotiate a payment plan with you.

If you have any questions, please feel free to contact Jeremy Supernaw, Service Access Manager using his contact information below.

Jeremy Supernaw  
919-668-4101 phone  
[jeremy.supernaw@duke.edu](mailto:jeremy.supernaw@duke.edu)

Sincerely,



Joanne Kurtzberg, M.D.  
Jerome Harris Distinguished Professor of Pediatrics & Pathology  
Professor of Pathology  
Director, Marcus Center for Cellular Cures  
Director, Pediatric Transplant and Cellular Therapy Program  
Director, Carolinas Cord Blood Bank at Duke  
Co-Director, Duke Hospital Stem Cell Transplant Laboratory

 **Marcus Center for Cellular Cures**  
Duke University School of Medicine



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**Signature Manifest****Document Number:** STCL-COLL-007 FRM6**Revision:** 04**Title:** Billing and Claim Process Letter**Effective Date:** 14 Oct 2022

All dates and times are in Eastern Time.

**STCL-COLL-007 FRM6 Billing and Claim Process Letter****Author**

Name/Signature	Title	Date	Meaning/Reason
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**Management**

Name/Signature	Title	Date	Meaning/Reason
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**Quality**

Name/Signature	Title	Date	Meaning/Reason
Isabel Storch De Gracia (IMS19)		06 Oct 2022, 11:46:30 AM	Approved

**Document Release**

Name/Signature	Title	Date	Meaning/Reason
Sandra Mulligan (MULLI026)		06 Oct 2022, 10:20:34 PM	Approved