



RAPID COVID-19 TESTING

Frequently Asked Questions (FAQ)

1. What is COVID-19?

COVID-19 is a highly infectious disease caused by the Coronavirus called SARS-CoV-2. Most people infected by the COVID-19 virus will experience mild to moderate respiratory illness without the need for special treatment. Older people and those who are immunocompromised especially those with underlying medical issues like Diabetes, Cardiovascular Disease, Chronic Respiratory Disease, and Cancer are more likely to develop a more serious illness. Please visit the CDC website for more information: [Coronavirus Disease 2019 \(COVID-19\)|CDC](https://www.cdc.gov/coronavirus/2019-ncov/)

2. What are the common symptoms of COVID-19?

- **Most common:** Fever (Temp greater than 100.4 F or 38 C), dry cough, fatigue.
- **Less common:** Aches and pains, sore throat, diarrhea, loss of taste or smell, conjunctivitis, headache.
- **More serious:** Difficulty breathing or shortness of breath, chest pain or pressure, loss of speech or movement.

Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.

People with mild symptoms who are otherwise healthy should manage their symptoms at home. On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

3. Can I use my medical insurance to pay for COVID-19 testing at the SincereRx Group of Pharmacies?

Medical insurance does generally cover testing for COVID-19. Unfortunately, as a pharmacy, we are not capable of billing your medical insurance for COVID-19. We can, however, take HSA or FSA cards, which pay 100% of the cost of testing. Alternatively, you may also file a "paper claim" with your insurance and allow them to reimburse you for your out-of-pocket costs for testing. You would need to contact your insurance to see what information they need from you.

See Question 12 for more information needed to submit your paper claim.

4. Our advantage over other practices for COVID testing are as follows:

- We offer same day appointments, testing, and results for the Rapid Antigen COVID-19 test.
- We do not run out of testing supply so you will be able to test with us and not wait.
- We conduct testing curbside, so you are safe within the confines of your vehicle. You are not exposed to a waiting room environment where you may get COVID-19 or may spread it to someone else.
- Our testing staff consists of nurses, pharmacists, and trained personnel that have been testing for and treating patients with COVID-19 on the front lines since early 2020.

5. If I was exposed to someone with symptoms of COVID-19 or had a confirmed positive for Covid-19, how long should I wait before being tested?

It is recommended to wait at least 5 days, after a known exposure to someone believed to be or known to be positive for COVID-19. The reason you wait 5 days is for the virus to build up enough of a detectable load for testing. If you test before this time, it is likely for you to react with a negative test, when you are actually positive (false negative).

6. What is the difference between a Rapid COVID test and a RT-PCR test?

A rapid antigen diagnostic test detects specific proteins on the surface of the Coronavirus. These tests generally provide a result within an hour, and are highly specific, meaning if you test positive you are very likely to be infected (100%). However, there is a higher chance of false negatives with antigen tests due to testing being done before the virus can build up detectable levels, therefore there is a chance of false negatives if tested too early (generally considered less than 5 days post-exposure).

A RT-PCR or PCR test detects the presence of the virus' genetic material using the process of reverse-transcriptase polymerase chain reaction or PCR. This test is typically collected with a nasal swab or saliva, sent to a lab, where the Coronavirus RNA (if present) is converted to DNA and then amplified to produce enough viral DNA to be detected. This test is highly accurate, so a positive or a negative result is generally 100% accurate, however it can take days to a week to get the results.

7. If I get COVID-19, can I get it again?

The hope is that if you get infected to COVID-19 once, you build up immunity to it. However, we do not know enough about COVID-19 yet to say for sure. Viruses often mutate and change, then reinfect, so it is more probable that you could get COVID-19 again, but less likely than someone who has never had it and therefore, has no built-up immunity to it.

8. How long does it take to get over COVID-19?

Most individuals with mild symptoms get over COVID within a few weeks. Others can be affected for quite longer. The severity of the symptoms and pre-existing conditions can dictate recovery time.

9. Who is most at risk of experiencing serious complications of COVID-19?

Anybody with underlying medical diseases like Diabetes, Cardiovascular Disease, Respiratory Illnesses, Cancers, and other immunocompromised patients. The elderly are thought to be more likely to have serious medical complications due to COVID-19.

10. What can I do to prevent the spread of COVID-19?

Practice social distancing (stay at least 6 feet from others in public spaces), wash your hands often and use sanitizer, wear a mask when in public or around other individuals, and stay home as much as possible until the spread of COVID-19 is better controlled. If you are experiencing symptoms of COVID-19 you should be tested and avoid other people as much as possible.

11. Do you take HSA/FSA for COVID-19 testing?

Yes! Our COVID testing platform at www.sincererxcovidtesting.com takes all valid Health Savings Account (HSA) and Flexible Spending Account (FSA) cards. If payment does not go through when trying to use your HSA or FSA card, call your card processor to troubleshoot the issue.

12. What information do I need to submit a paper claim to my insurance of a COVID-19 test?

This generally depends on your insurance provider. Below are some of the items they most often ask for which you can fill out yourself on any form they request you supply, along with a receipt for your test. The receipt for your test is always e-mailed to you when you book your COVID-19 test as part of the confirmation for your testing (check your inbox).

- John Doe (Patient Name)
- 12-01-2020 (Date of Test)
- Registered Nurse Administered Test (Medical Personnel)
- Amount Paid for Testing (Charge)
- Type of Test:
 - RT-PCR COVID-19 Test (only show up what is selected)
 - Processed by Moore Diagnostic Laboratory, Inc.
 - Rapid Antigen COVID-19 Test -
- Location of your test site - this is on your email confirmation as well (Address)
 - *You do not need to submit a Tax ID even when they request one. If for some reason they do still need one, have your insurance email covidtesting@sincererx.com for that information and we will oblige within 24 hours.*
- Z03.818 - For possible exposure to COVID-19 (Diagnosis Code - ICD Format)
- Z20.828 - For actual exposure to someone with known COVID-19 (Diagnosis Code – ICD Format)
- 87426 (CPT Code)

For any other information, contact covidtesting@sincererx.com and we will respond within 24 hours.

13. Can I get a refund if I paid for a test and decide not to come in and get tested?

No. We make it clear on the COVID-19 testing platform that there are absolutely no refunds, exchanges, or rainchecks for COVID-19 testing. When you book a time slot, you are taking up a reservation that would have otherwise gone to someone else. We will work with you however, so if for some reason you cannot make your appointment, we will reschedule you.

Please email covidtesting@sincererx.com to be rescheduled.

14. What if I booked my test for the wrong testing site or I want to switch my reservation to another testing site?

In either one of these situations, you just need to email covidtesting@sincererx.com

We will respond to you within 24 hours (generally within the first hour) and rebook your location. Please let us know your full name, date and time of reservation, where you booked your testing, as well as what date/time you want to reschedule, and at what desired testing site. We will respond within 24 hours or less

15. How long does it take to get the results back from your rapid test?

10 minutes. Sometimes, we are slightly backed up due to the high demand on COVID-19 testing but we will make every effort to get to you on time and tested as soon as possible.

16. Do you offer corporate or group rates for testing?

Absolutely. Email covidtesting@sincererx.com and we will be happy to provide your company, group, or personal network with a customized digital flyer to pass around as well as a referral code to save money on testing.

17. Who do I contact if I have any other questions about COVID-19 and Testing?

You may ask your tester at the testing site or you may email us at covidtesting@sincererx.com and we will respond within 24 hours.

18. What kind of test do you use for the rapid antigen test and for PCR testing?

Rapid Antigen COVID-19 Test - CareSmart COVID-19 Antigen Test

RT-PCR COVID-19 Test - Atila BioSystems' iAMP COVID19 Detection Kit COVID-19 RT-PCR Test

19. What do I do if I want to switch the test I paid for, for another test (ex, Switch from PCR to Rapid Test)?

If you chose the wrong test when booking, simply rebook for the correct test and let someone at the testing site know. Alternatively, you could email covidtesting@sincererx.com and we will refund your

incorrectly-booked test once you rebook for the correct test. Refunds will be processed within 24-48 hours and generally take 2-6 business days depending on your credit card processor.

20. How long does it take to get the results back for your PCR test?

PCR test results generally come back in less than 48 business hours. So, it depends on what day you test. Our courier picks up tested specimen every night and it is shipped overnight to our partner lab at Moore Diagnostic Laboratory, Inc. If you do not receive your test results within 48 business hours, please contact covidtesting@sincererx.com and we will follow-up and get involved to get you a response as soon as possible.

21. What type of PCR test do you and your lab use?

We partner with Moore Diagnostic Laboratory, Inc. to provide RT-PCR testing. We utilize the iAMP COVID19 Detection Kit (manufacturer: Atila BioSystems).

FDA Letter of Authorization: (Atila BioSystems)
<https://www.fda.gov/media/136870/download>

22. Is your rapid test FDA-approved?

Yes, our CareSmart Rapid Antigen COVID-19 Test is approved by the FDA Emergency Use Authorization. The CareStart COVID-19 Rapid Diagnostic Test for Detection of SARS-CoV-2 Antigen is a Point of Care Test intended for the qualitative detection of nucleocapsid protein antigen from SARS-CoV-2 in nasopharyngeal swab specimens. This test can only be administered by a licensed healthcare professional that has a CLIA certificate.

FDA Letter of Authorization: (for the parent company, Access Bio)
<https://www.fda.gov/media/142916/download>

Fact Sheet for Patients:
<https://www.fda.gov/media/142918/download>

Package Insert (Instructions for Use or IFU):
<https://www.fda.gov/media/142919/download>

23. I am travelling to another state, territory, or country that has specific guidelines on the type of COVID-19 test used for either rapid or PCR, and how many hours before the flight the test is conducted. What do I do?

Please refer to question 18 above for the type of tests we utilize. If the place you are travelling requires a certain type of test not on our list above then we may not be able to help you (please visit the CDC website to see travel and COVID testing rules for different destinations). Many places simply require you to have a rapid or PCR test within 72 hours. If that is the case, we more than likely can accommodate you on any given day.

Please email covidtesting@sincererx.com if you require any assistance at all. We may even have a partner practice that can accommodate you.

24. What is the Lab certificate or license number for my PCR test?

The information you are looking for is the CLIA number on the top of the results page from Moore Diagnostic Laboratory, Inc. CLIA (Clinical Laboratory Improvement Amendments) under the FDA is the certification number all labs obtain.

Everyone that is flying has provided this number to airlines to satisfy their requirements.

25. I had a PCR test done and the result posted says “inconclusive”. What does this mean and do I need to be retested?

An inconclusive result for a PCR test is not very common but we have seen more than usual due to the new variant strain of COVID-19 from Europe, which masks some tests as inconclusive. This will change as labs adjust their testing technologies to account for changes in the virus.

Either way, it’s not for lack of a faulty test, on our part or the labs. It’s just a very rare result that occurs for some patients as the OCR test checks DNA/RNA and it is recommended the patient retest as soon as possible. It happens with every lab, and is not a limitation of one particular lab versus another.

INCONCLUSIVE PCR Result:

An inconclusive result is neither positive nor negative. This result can occur from inadequate sample collection, very early-stage infection, or for patients close to recovery. With an inconclusive result, collecting and testing another sample is recommended. Please make an appointment for another test as soon as possible.

26. My travel destination requires I receive a Nucleic Acid Amplification Test (NAAT) from a certified Clinical Laboratory Improvement Amendment (CLIA) lab test results from TRUSTED TESTING AND TRAVEL PARTNERS. Do you offer this test?

Yes. Our RT-PCR test is a molecular test where we collect the specimen via nasal swab from the patient then send it to our partner lab to conduct testing. Other names for molecular tests you may see are diagnostic test, viral test, nucleic acid amplification test (NAAT) or RT-PCR test.

27. What is the address and tax ID for the lab used for RT-PCR tests?

Moore Diagnostic Laboratory, Inc.
5590 Mableton Pkwy, Unit 174
Mableton, GA 30126

Tax ID: 85-1256761

Please see the itemized receipt in your email confirmation for this information.