Understanding Pay per Run
For the SediVue Dx

Pay per Run overview

Pay per Run for the SediVue Dx* Urine Sediment Analyzer is an innovative test billing and inventory management system that increases cash flow by allowing you to bill your clients in advance of paying for the sample analysis. Pay per Run works in conjunction with your SmartService* Solutions connection to monitor patient runs on your SediVue Dx analyzer and bill for those runs on a monthly basis:

Runs that are invoiced

- The first patient run that provides semiquantitative results and/or images in a 24-hour period
- The first quality control (QC) run for each level of QC in a 24-hour period

Note: If your SmartService Solutions is accidentally disconnected, the data for any runs that were completed (or supplies used) during the outage will be corrected once the connection is reestablished.

Receiving SediVue Dx supplies

IDEXX proactively monitors your usage of SediVue Dx supplies via your SmartService connection and will send you certain supplies automatically when your inventory is low:

Supplies that are shipped automatically	Supplies that must be ordered
- Cartridges - Pipette tips - QC fluid	- Syringe tips (no charge in quantities of 100, part number 98-0004876-00) - Alcohol prep pads (no charge in quantities of 25, part number 99-21035-00) - Optical tissues (no charge in quantities of 25, part number 99-21034-00)

To order supplies:

In the U.S., call **1-888-794-3399** or visit **order.idexx.com**.

In Canada, call **1-888-794-3399**.

Understanding your invoice

Invoices are generated on the 26th day of each month and payment is due in 30 days.

Invoices include when the test was run, the type of test that was completed (QC or patient), the patient name, and associated costs.

Note: A QC cycle consists of two runs that are charged individually. The cost for the entire cycle is less than the cost of one patient run.

Example of a SediVue Pay per Run invoice (for demonstration purposes only)

Tip: Want to know how many runs you've completed before your invoice arrives? Log in to your IDEXX Points account and scroll to the bottom half of the Account Activity page to the **SediVue Dx Estimated Runs** section. Don't have an idexx.com account? Go to **idexx.com/activate** to register now!

Have questions?

- For questions on your SediVue Dx Pay per Run invoice, contact IDEXX Billing Services at **1-800-814-1147**.
- For questions about your SediVue Dx analyzer or SmartService, contact IDEXX Customer and Technical Support at **1-800-248-2483**.
- For questions about all SediVue Dx supplies and accessories, contact your IDEXX Inside Sales Representative at **1-888-794-3399**.

Frequently asked questions

How does Pay per Run benefit our practice?

Our innovative Pay per Run invoicing and inventory management system lets you pay for tests *after* you run them. You are invoiced at the end of the month, after you've already billed clients for the service. This way, you can eliminate up-front inventory costs and minimize the risks of inventory management. Additionally, based on your monthly usage, we'll even restock your inventory automatically when you need it! How simple is that?

Why do we need to have an active SmartService* Solutions connection to run the SediVue Dx* analyzer?

SediVue Dx customers are required to have an active SmartService Solutions connection so that we can monitor your usage and provide an invoice at the end of the month. In addition, it is also how we know when to send you more SediVue Dx supplies when you need them as well as a way to help troubleshoot problems if they should arise. This is similar to how you receive your IDEXX Reference Laboratories invoices today.

What if a QC or sample run must be rerun for troubleshooting purposes?

If a duplicate QC or sample run (with the same patient ID and sample type) is performed within the same 24-hour period, you will not be charged for the duplicate run.

Will we get charged for runs completed on the day of installation?

No, IDEXX provides you with 3 days of free testing, including the day of installation.

Will we be invoiced more than once for multiple runs on the same patient in a 24-hour period?

No, you will only be invoiced for the first patient run with the same patient ID and same sample type in a 24-hour period.

If we rerun the same patient sample one or more times in a 24-hour period but don't receive semiquantitative results, will we be invoiced?

If you have to rerun a canine or feline urine sample **with a dilution**, you will not be invoiced for the patient unless you receive semiquantitative results.

What species have been validated for the SediVue Dx analyzer?

The SediVue Dx analyzer has been validated on canine and feline urine samples. The use of other species and sample types is considered off-label usage—semiquantitative results will not be calculated and only images will be provided.

Note: Sample runs from nonvalidated species and sample types other than urine will produce only images and will be invoiced.

Are all IDEXX in-house analyzers going to adopt the Pay per Run plan?

At this time, only the SediVue Dx analyzer will follow the Pay per Run plan.

How many cartridges will we receive with the analyzer?

The SediVue Dx analyzer will come with 3 cartridge sleeves, each containing 50 cartridges. You will not be charged for any runs completed on the day of installation. This allows IDEXX Field Support Representatives to provide the staff with comprehensive training and practice opportunities on the SediVue Dx analyzer.

Will we be able to process samples on my SediVue Dx analyzer if my SmartService Solutions connection is off-line?

SmartService Solutions should be in a connected state on your IDEXX VetLab Station at all times. The SmartService Solutions icon on the IDEXX VetLab* Station screen will turn red when off-line. If your connection is off-line for a period of time, you will be notified so that we may troubleshoot the issue. All runs made while off-line will be captured once SmartService Solutions is reconnected.

Do I need to notify IDEXX if there are any changes to our analyzers' location?

Yes, if you change the location of your analyzers from one practice to another, please notify IDEXX Customer and Technical Support at **1-800-248-2483** to prevent incorrect billing.

What if I need to make adjustments to my inventory of cartridges, pipette tips, or QC fluid (e.g., due to loss, damage, or troubleshooting)?

Contact your IDEXX Inside Sales Representative at **1-888-794-3399** to make inventory adjustments.

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