

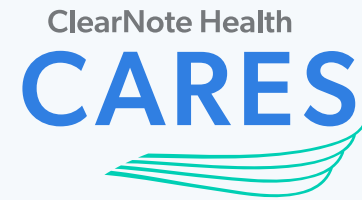




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San Diego, CA 92121

For more information contact us at:

 866-414-0070  Mon-Fri, 8a-7p EST / 5a-4p PST



Patient Financial Assistance Program Frequently Asked Questions



ClearNote Health is dedicated to identifying people with cancer earlier to enhance their treatment options and enable them to live longer, healthier lives. We believe in equal access to patient care across all patient communities.



You may likely qualify even if you have existing insurance coverage.

What is the ClearNote Health Patient Assistance Program?

ClearNote Health offers financial assistance for eligible patients. You may be eligible for no copay or a reduced cost share based on the out of pocket amount determined by your insurance.

Am I eligible for the ClearNote Health Patient Assistance Program, if I have no insurance?

Yes, you are eligible to participate in our Financial Assistance Program if you do not have insurance. Eligibility is based on income criteria set forth by the Department of Health and Human services. Depending on your annual income you may be eligible for no cost share or a reduced cost share. Please contact our Billing and Reimbursement Department to determine your individual cost share amount.

Am I eligible for the ClearNote Health Patient Assistance Program if I have commercial insurance?

Yes, you may be eligible if you have commercial insurance coverage. Eligibility is income dependent and determined based on your insurance providers coverage determination.

- **Insurance does not cover the Avantect Pancreatic Cancer Test.**

OR

- **Insurance does cover the Avantect Pancreatic Cancer Test but applies a patient cost- share.**

Am I eligible for the ClearNote Patient Assistance Program if I have insurance through Medicare or Medicaid?

Yes, Medicare and Medicaid patients are eligible to participate.

How do I qualify for the ClearNote Health Patient Assistance Program?

You may be eligible to pre-qualify for financial assistance depending on your economic situation. For more information on the eligibility criteria, please contact the ClearNote Health Reimbursement Team at:

 **866-414-0070**  Mon-Fri 8a-7p EST / 5a-4p PST

Am I automatically enrolled in the ClearNote Health Patient Assistance Program?

No, you must apply for the program to qualify. The ClearNote Health Reimbursement Team will determine if you meet the eligibility criteria.

Is there a cost to apply for the ClearNote Health Patient Assistance Program?

No, ClearNote Health does not charge a fee to apply for the program.

What should I do if I get an Explanation of Benefits (EOB)?

You may receive an EOB from your insurance company after your Avantect Pancreatic Cancer Test. If you are concerned or would like to understand about your patient responsibility, please contact the ClearNote Health Reimbursement Team at:

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What should I do if I get a notice regarding authorization for an Avantect Pancreatic Cancer Test from my insurer?

Please contact the ClearNote Health Reimbursement Team. We may assist you through the claims process with your insurance company.

What happens if my claim is denied?

If you receive a denial from your insurance company, please contact our Billing and Reimbursement Department for more information and for permission to appeal the claims denial on your behalf.

