

Clinician FAQ

Q: What is the NeXT Dx™ test?

The NeXT Dx test is a comprehensive genomics tumor profiling test based on whole exome and transcriptome sequencing. It is intended for profiling a solid tumor's genomic and molecular characteristics using clinical-grade, next-generation sequencing (NGS) technology to report small nucleotide variants (SNVs), small insertions and deletions (indels), copy number alterations (CNAs), fusions, MSI and exome-wide "true" tumor mutational burden (TMB). Germline mutations are also reported as incidental findings from sequencing of the matched normal sample. In addition, mutations in genes involved in homologous recombination repair (HRR) are highlighted when identified.

Q: How can the NeXT Dx test help your patient?

The NeXT Dx test helps identify potential therapies (targeted and/or immuno-therapies) and clinical trial options for patients with solid tumors.

Q: How is the NeXT Dx test performed?

The NeXT Dx test utilizes DNA isolated from a patient's tumor tissue and matched normal tissue to perform whole exome analysis and RNA isolated from a patient's tumor tissue to perform transcriptome analysis. The clinical report includes SNVs, indels, CNAs, MSI and TMB results derived from DNA analysis and fusion results derived from RNA analysis.

Q: Who is eligible for the NeXT Dx test?

Any patient with a solid tumor, including sarcoma, is eligible for NeXT Dx.

Q: Which genes are tested?

A list of genes reported is located [here](#).

Q: What sample types are appropriate for the NeXT Dx test?

The NeXT Dx test is validated for solid tumor FFPE samples. We accept biopsies, core needle biopsies, fine needle aspiration (FNA), and resection samples as tumor tissue. A detailed tumor tissue specimen preparation guide is listed [here](#).

[Blood](#) or [saliva](#) samples are acceptable as matched normal samples. We currently cannot accept samples coming from New York state for the NeXT Dx test.

Q: How is the tumor sample obtained?

We offer assistance with tissue acquisition.

Q: How is the normal sample obtained?

Blood can be collected at a physician's office or we can facilitate at-home collection for blood or saliva.

Q: Is your lab CLIA Certified and CAP Accredited?

The NeXT Dx test is run at the Personalis Clinical Laboratory which is a CAP Accredited and CLIA Certified lab. View our certification documents [here](#).

Q: How do I order the NeXT Dx test?

The NeXT Dx test can be ordered online through our [portal](#) or by filling out a [Test Requisition Form](#). For questions about ordering the NeXT Dx test, please contact Personalis at clientservices@personalis.com, or give us a call at **+1 (855) 373-7978**. We are available Monday to Friday from 9:00 am to 5:00 pm (PST).

Q: How do I submit the test requisition form?

Please complete the information on the test requisition form linked [here](#). If you would like to order through our [web portal](#), contact clientservices@personalis.com for assistance.

Q: How do I sign-up for a Personalis Clinical Portal account to order tests and access patient results online?

To sign-up for a Personalis Clinical Portal account to place orders and access patient results online, please contact your local Personalis representative or our Client Services department at clientservices@personalis.com or by phone at **+1 (855) 373-7978**. The Client Services department is available Monday to Friday from 9:00 am to 5:00 pm (PST).

Q: I am unable to log in to my Personalis Clinical Portal account. Whom do I contact for help?

For issues related to log in or password changes, please contact our Client Services department at clientservices@personalis.com or by phone at **+1 (855) 373-7978**. We are available Monday to Friday from 9:00 am to 5:00 pm (PST).

Q: When can I expect test results?

Turn around time for results is typically two weeks from sample receipt (both tumor and normal tissues).

Q: I have a question about my NeXT Dx test results, who do I contact?

Please contact our Client Services department at clientservices@personalis.com or by phone at **+1 (855) 373-7978**. We are available Monday to Friday from 9:00 am to 5:00 pm (PST).

Q: How do I receive results from the NeXT Dx test?

NeXT DX reports can be delivered via secure email, fax and our Personalis Web Portal. If you have any questions, feel free to reach out to our Client Services team at clientservices@personalis.com or by phone at **+1 (855) 373-7978**. We are available Monday to Friday from 9:00 am to 5:00 pm (PST).

Q: How do I ship a kit back to Personalis?

Each kit will have a prepaid return label for shipping back to Personalis. Kits can be shipped at room temperature. For assistance with FedEx pick-up, contact clientservices@personalis.com.

Q: How do I place an order for more kits?

Kit orders can be placed online through our [web portal](#). You can also place an order by calling us at **+1 (855) 373-7978** or emailing us at clientservices@personalis.com

Billing

Q: What insurances do you accept?

We accept all health insurance plans. If we are out-of-network with your patient's health insurance company, we will apply their in-network benefits to their out-of-pocket costs. We also accept self-pay.

Q: Will my patient receive Surprise Medical Bills or be balance-billed?

No, patients will not receive surprise medical bills nor be balance-billed. Patients will only be financially responsible for the amount that their health insurance company may apply as a copay, co-insurance, or deductible. We will apply their in-network benefits to their out-of-pocket costs.

Q: Do you offer financial assistance?

Yes, our NeXT Access financial assistance program is available to qualifying patients. To determine if patients qualify for NeXT Access, patients may contact Patient Billing Services at **+1 (855) 373-7974**. They can also complete our [Financial Assistance Application](#) and send it to us via:

Email: billing@personalis.com

Fax: +1 (650) 469-0622

Mail: Personalis at 1330 O'Brien Dr. Menlo Park, CA 94025.

Q: Do you offer payment plans?

Yes, patients may contact Patient Billing Services at **+1 (855) 373-7974** to learn more about our payment plans.

Q: Where can my patients make payments to Personalis?

Patients can make a payment using one of the following methods:

- We accept personal checks, money orders, and all major credit cards.
- Your patient may make payments online by visiting [Bill Pay](#).
- Patients can also submit credit card payments over the phone by calling **+1 (855) 373-7974**.
- Patients may mail a personal check or money order to Personalis at 1330 O'Brien Dr. Menlo Park, CA 94025.

**Q: My patient has a question about a Personalis bill.
Whom should they contact?**

For billing questions, patients may email billing@personalis.com or call Patient Billing Services at **+1 (855) 373-7974**. We are available Monday to Friday from 6:30 am to 4:00 pm (PST).

For non-billing related Physician questions, please contact Client Services at +1 (855) 373-7978. Our hours are Monday to Friday from 9:00 am to 5:00 pm (PST).

