

Patient FAQ

Product

Q: What is the NeXT Dx™ test?

The NeXT Dx test is a test performed on your tumor tissue and blood or saliva to identify any genetic markers in your tumor that may help guide your cancer treatment.

Q: How is the NeXT Dx test performed?

In the NeXT Dx test, sequencing is performed on samples taken from your tumor tissue and blood or saliva.

Once your doctor places an order for the NeXT Dx test, Personalis will work with your hospital's pathology department to obtain a sample of your tumor. We will also coordinate the collection of a blood or saliva sample (either at your doctor's office or in your own home). Your samples will be sent to the Personalis Clinical Laboratory, where they will be processed and analyzed. A report will be sent back to your doctor who ordered your test. Your doctor will be in touch to review the results of your test with you.

Q: How do I order the NeXT Dx test?

The NeXT Dx test can be ordered by your doctor. 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're available Monday to Friday from 9:00 am to 5:00 pm (PST).

Q: How do I get my test results?

Your results will be shared with the doctor who ordered your test. You should contact your doctor to discuss the results of your test. A copy of your report can be shared with you upon request by contacting us at clientservices@personalis.com or give us a call at **+1 (855) 373-7978**. We're available Monday to Friday from 9:00 am to 5:00 pm (PST).

Q: How long does it take to get my results back?

Once your test has been ordered and samples have been received, test results should be available in about 2 weeks and a report will be sent to your doctor.

Q: How does Personalis use my genetic information?

Please see our [Privacy Policy](#) and our [HIPAA policy](#) for more information.

Billing

Q: Is the NeXT Dx test covered by my health insurance?

At Personalis, we work with all health insurance plans. If we are considered to be out-of-network for your health insurance plan, we will apply your in-network benefits to any out-of-pocket costs that you may incur.

Q: Will I receive a bill from Personalis for my NeXT Dx test?

At Personalis, we work with all health insurance companies to seek payment under your health plan. Your health insurance company may require a copay, co-insurance, or deductible. We will reach out to you when your test is ordered, to provide an estimate of your potential financial responsibility. If it appears that you may have an amount that will be your responsibility, our NeXT Access financial assistance program may allow us to reduce or eliminate any out-of-pocket cost to you.

Q: Why did I receive an Explanation of Benefits (EOB) stating that I may be responsible for all or some of the cost of the NeXT Dx test?

If you have health insurance coverage, you will likely receive an EOB in the mail or via email. **An EOB is not a bill.** An EOB is an overview of the services that Personalis has provided and a preliminary estimate of the benefits that your health insurance has covered. Our Billing team will work with your health insurance company to determine coverage for your testing.

Q: What if I have more than one health insurance plan?

We will file a claim with your primary health insurance plan. If there is any remaining balance after your primary health insurance plan has processed your claim, we will file a claim with your secondary health insurance plan. If you receive a bill from Personalis before you receive an EOB from your secondary health insurance, please contact Patient Billing Services at **+1 (855) 373-7974** to confirm that your secondary health insurance information was received.

Q: Why am I receiving an EOB or a bill from your laboratory when I have never been there?

Your doctor referred you to our laboratory for diagnostic testing. Personalis is a provider of the NeXT Dx test, which is used to provide your doctor with information about your tumor to help guide your cancer treatment. Personalis is committed to serving as a member of your care team.

Q: If I am responsible for some portion of the test cost, do you offer financial assistance?

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

Email: billing@personalis.com

Fax: (650) 469-0622

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

Q: If I am responsible for some portion of the test cost, do you offer payment plans?

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

Q: What are my payment options?

We accept personal checks, money orders, and all major credit cards.

- To pay online, please visit [Bill Pay](#).
- To pay by credit card over the phone, please call **+1 (855) 373-7974**.
- To pay by personal check or money order, please mail your payment to the address indicated on your billing statement.

Q: My health insurance company sent me a check to help pay for my NeXT DX test. What should I do with it?

If your health insurance company sends a payment directly to you for our services, please endorse the check to Personalis (by writing “Payable to Personalis” on the back of the check). Then, mail it to: **1330 O’Brien Dr. Menlo Park, CA 94025**, so that we can apply it to your account. If you have questions, please call Patient Billing Services at **+1 (855) 373-7974**.

Q: Will I receive a Surprise Medical Bill or be balance-billed?

No, you will not receive a surprise medical bill nor be balance-billed. We will always try to inform you of any estimated financial responsibility at the beginning of the testing process. You will only be financially responsible for the amount that your health insurance company may apply as a copay, co-insurance, or deductible. We will always apply your in-network benefits to your out-of-pocket costs.

Q: If I receive a bill from Personalis and have questions, who may I contact?

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

For additional questions, you can contact us at clientservices@personalis.com.

NeXT Dx™

