



FOR PATIENTS

Q: Who is Adaptive Biotechnologies?

A: Adaptive Biotechnologies is the company that offers the clonoSEQ Assay®, a test for detecting and tracking measurable residual disease, the small number of cancer cells that may remain in your body during and after treatment for cancer.

Q: Is clonoSEQ testing covered by my insurance plan?

A: Depending on the type of insurance you have, coverage for clonoSEQ testing may differ. Adaptive will bill your insurance company directly and work with your plan to obtain the proper level of coverage for clonoSEQ. If your insurance plan limits or fully denies coverage for clonoSEQ, Adaptive will appeal the claim when possible and work on your behalf to seek payment for testing.

In some cases, you may still have financial responsibility for clonoSEQ. Please call our Patient Support Team at 1-855-236-9230 to understand your potential financial responsibility, verify your coverage, or discuss payment plan options. Be sure to talk to your doctor about how clonoSEQ may fit into your treatment plan before initiating testing.

Q: Who is eligible for financial assistance through the Adaptive Assist Patient Financial Assistance program?

- A:** To be eligible for financial assistance, a patient must meet all of the following criteria:
- Be a US citizen or legal resident age 18 years or older;
 - Patients under the age of 18 are eligible, but require the application form to be signed by a parent or legal guardian.
 - Be uninsured or have insurance that does not cover the full cost of clonoSEQ testing;
 - Meet financial need requirements based on the patient's income and the number of persons in their household, and;
 - Submit a completed and signed Financial Assistance Application Form.
 - **NOTE:** Patients should be prepared to provide documentation supporting financial need if selected for the program's eligibility verification process.

Q: I received an Explanation of Benefits (EOB) from my insurance company for clonoSEQ testing. What should I do now?

A: If you have already received clonoSEQ testing, your insurance company will likely send you an EOB. The EOB is **not** a bill. It will show what was paid, what deductions were applied, and what part of the total cost is not covered by your insurance. If you have questions about billing or payment, please call our Patient Support Team at 1-855-236-9230.

Q: What if my insurance company paid me directly for clonoSEQ testing?

A: If you received a payment directly from your insurance company for clonoSEQ testing, you are required to forward the payment and related Explanation of Benefits (EOB) to Adaptive Biotechnologies as the provider of these testing services. Please call our Patient Support Team at 1-855-236-9230 as soon as possible to learn how to forward the payment and necessary corresponding documents to Adaptive.

Q: What are my payment options if I have a balance due?

A: If you have a financial responsibility for clonoSEQ testing, Adaptive Biotechnologies currently offers two payment options—over the phone and by mail. Call our Patient Support Team at 1-855-236-9230 to pay by credit card or discuss payment plan options. Alternatively, you can mail a copy of your clonoSEQ patient statement along with a personal check made out to Adaptive Biotechnologies to the address below.

**Adaptive Biotechnologies
Dept LA 24084
Pasadena, CA 91185-4084**

Q: What documentation may be required to qualify for financial assistance?

A: Adaptive will perform an upfront eligibility verification process of patients applying for financial assistance. If you are randomly selected to participate, you will receive a letter informing you that you may qualify for assistance, but that supporting documentation will be required to verify your application.

You will then be required to provide a recent tax return, W2, pay stub, or comparable document demonstrating financial need within 45 days of notification that you have been selected for the verification process.

Once we review your application along with the document you provide, we will send you a letter regarding your program qualification outcome and your level of financial assistance, if applicable. Your approval for financial assistance will be valid for a period of one year.

If you have any questions regarding the Adaptive Assist™ Patient Support Program, please call our Patient Support Team at 1-855-236-9230. Representatives are available Monday through Thursday 9AM to 7PM and Friday 9AM to 5PM EST.