

# Your mental health is unique.

Your treatment should be, too.

## Understanding your mental health

Medications are not one size fits all. Tempus helps personalize your psychiatric care with the Tempus|nP test. Tempus|nP is a Pharmacogenomic test (PGx) that examines how your genes may affect your body's response to medications that are commonly prescribed for depression and other psychiatric conditions. We generate PGx results in combination with your clinical history to provide your provider with information to help guide medication selection. Tempus|nP can only be ordered by a licensed healthcare provider.

## What to expect from Tempus testing

- 01 Your healthcare provider will fill out the necessary forms and obtain your signature. Your provider will also collect a saliva sample, or you will receive a kit to collect at home.
- 02 Clinical information may also be shared with Tempus, which allows us to generate a more personalized clinical report.
- 03 Once the saliva sample and clinical notes are received by Tempus, we will perform a genomic test and summarize the results for your provider.
- 04 The Tempus report will be delivered to your provider within 2 weeks after Tempus receives your sample and clinical information. These results will enable your provider to make a PGx-informed treatment decision.

## Who is Tempus?

Tempus empowers your provider to better understand your psychiatric care options by testing your DNA. We analyze your DNA to generate PGx results, which indicate how your genes may affect your body's response to certain medications. We also provide your provider with information on gene-drug interactions to supplement the DNA results. You and your provider will decide which treatments are appropriate for you.

## Apply to our Financial Assistance Program

Tempus has a Financial Assistance Program to help provide access to our tests for all patients. Approval of the financial assistance application is based on your household income and takes into account all life circumstances. Once a financial assistance application is submitted either online or over the phone, you will receive a decision at the time of submission. If an application is submitted via fax or mail, you will receive a decision within 5–7 business days of receipt. Please note, we are unable to accept an incomplete application.

Through our program, **most applicants who qualify for financial assistance pay between \$0–\$100.** In the event that you don't qualify, please contact us at 800-739-4137 to discuss your options.

All U.S.-based patients are eligible to apply for financial assistance regardless of insurance status. For uninsured and international patients, we offer a self-pay option. If you have any questions, or would like to apply for financial assistance, please contact our Customer Success Team at 800-739-4137.

## Questions?

800.739.4137

Our customer service team is available from 7:00am–7:00pm CT, Monday–Friday

TEMPUS.COM

HELP@TEMPUS.COM

About Tempus or submitting a sample

BILLING@TEMPUS.COM

About our billing process and financial assistance program

# Payment options for Tempus testing

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Tempus wants to make the payment process as easy as possible for our patients, so we offer multiple options for billing.

## Self-pay\* Option

- ① Upon order submission, please have your provider indicate that you would like to utilize our \$295 self-pay option.
- ② Once your order is submitted, you will receive a link to pay for your test online. If you would like to pay over the phone, please call our billing team at 1-800-739-4137. Please note that we are unable to release results until we have received payment for your test.

\*Patients with government insurance are not eligible for the self-pay price of \$295.

## Insurance Billing Step-by-step

- ① When your provider orders Tempus testing, insurance information is submitted along with the request for testing. Tempus accepts all insurance plans.
- ② You can apply for financial assistance online at [access.tempus.com](https://access.tempus.com) or call the Customer Success team at 1-800-739-4137 for immediate review. If approved, you will know immediately about the maximum out of pocket cost of your testing. We recommend completing the application at the time of order, but you may apply for financial assistance at any point during the process.
- ③ Tempus will bill your insurance directly. We accept all insurance plans including Medicare and Medicaid.
- ④ You may receive an Explanation of Benefits (EOB) from your insurance company. **This is not a bill**; it shows the specific Tempus test that was billed and what insurance covered.
- ⑤ Tempus will not bill you for any excess amount not covered by your insurance. You may receive a bill for coinsurance or deductibles from your insurance policy. The financial assistance program is designed to help patients in financial need afford the cost of testing.

## Uninsured Patients

We encourage U.S.-based uninsured patients to apply for financial assistance to see if they are eligible. For patients who are not eligible for financial assistance, our self pay option of \$295 is available. Please see our above self-pay option for more details.