

Every patient is unique.

Your treatment should be, too.

## We are here to help you and your care team find therapies that are tailored to you.

At Tempus we know that every patient is different, and we believe that your treatment should be specific to you. We are here to help you and your care team find therapies that are tailored to you. Our broad-panel genomic tests are based on next generation sequencing (NGS) technology that allows us to identify alterations in your genetic material. Information on your unique genomic profile can help your physician select a course of treatment for you.

We understand that times of uncertainty can be scary, challenging, and overwhelming. We have collaborated with thousands of physicians across the United States, performed testing for millions of patients, and now we're here for you with our extensive testing options, robust Financial Assistance Program, and passionate team of employees. Tempus is committed to supporting you through every step of the process.

### WHAT TO EXPECT

- 1 Your physician will order testing to create a more personalized treatment plan for you.
- 2 A blood or saliva sample collection will take place either at your doctor's office or in the comfort of your own home (if you are not able to come into the clinic).
- 3 Testing begins. Once Tempus receives your order form and samples, we do all the work to perform testing.
- 4 Your physician will be in touch to review the results of testing and discuss next steps in your treatment process.

## Get in touch.

Reach out to us at [800.739.4137](tel:800.739.4137)  
or learn more at [tempus.com/patients](https://tempus.com/patients) →

Testing should be affordable.  
Let us help.



# Tempus wants to make the payment process as easy as possible for our patients, so we manage the entire process for billing insurance and reimbursement.

Our Financial Assistance Program helps provide access to our tests for all patients in financial need. 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 and you provide your email, you will receive a decision by email within five 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. You may apply for financial assistance at any point during the process, even after testing has been completed.

## BILLING STEP-BY-STEP

You can apply for financial assistance online at [access.tempus.com](https://access.tempus.com) or call the Client Services team at **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.

Tempus will bill your insurance directly. We accept all insurance plans including Medicare and Medicaid. 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.

Tempus will not bill you for any amount not allowed by your insurance. You may receive a bill for out-of-pocket expenses resulting from the application of coinsurance percentage or deductibles in your insurance policy. The financial assistance program is designed to help patients in financial need afford the cost of testing.

## Insurance

Tempus is committed to providing access for all patients, regardless of insurance coverage, and for those who choose to pay for services directly.

## Insured Patients

Tempus accepts all insurance plans and at this time is in-network with Aetna and Priority Health.

## Uninsured Patients

We encourage U.S.-based uninsured patients to apply for financial assistance to see if they are eligible. Payment must be made prior to testing.

## Questions?

**800.739.4137**

to reach our customer service team, available from 7:00am–7:00pm CT, Mon–Fri

**[support@tempus.com](mailto:support@tempus.com)**

about Tempus or submitting a sample

**[billing@tempus.com](mailto:billing@tempus.com)**

about our billing process

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 Client Services Team at 800-739-4137.

Financial Assistance  
Application:

