

Tempus No-Surprise Billing Policy

We believe cost transparency is important so patients are not surprised by a bill from Tempus. As a result, Tempus performs a benefit check on every patient who uses insurance. **Our Customer Success team will connect with any patient expected to owe more than \$295 out-of-pocket to discuss payment options before proceeding with the test. Customer Success may use phone, email and/or text messaging to reach patients.** Tempus also has a financial assistance program to provide access to our tests for all patients in financial need.

PAYMENT OPTIONS FOR TEMPUS TESTING

Self-Pay*

1. Upon order submission, the provider indicates that the patient would like to utilize the \$295 self-pay option.
2. Once the order is submitted, the patient will receive a link to pay for the test online, or may go directly to payment.securetempus.com to complete steps for self-pay. Payment may also be made over the phone by calling Customer Success at **312-598-9961**. Please note that we are unable to give results to your provider until we have received payment for the test.

*Patients with government insurance (Original Medicare or Medicaid) are not eligible for the self-pay price of \$295.

Private Insurance

1. Upon order submission, the provider indicates that the patient would like to use insurance to pay for the test. The provider submits insurance with the test or Customer Success will reach out to the patient to obtain insurance information.
 2. Tempus accepts all insurance plans and will perform a benefit check on every patient who uses insurance.
 3. Our Customer Success team will connect with any patient expected to owe more than \$295 out-of-pocket to discuss payment options before proceeding with the test.
 4. If insurance is used, Tempus will bill insurance directly. Insurance patients may receive an Explanation of Benefits (EOB) from their insurance company. **This is not a bill**; it shows the specific Tempus test that was billed and what insurance covered.
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Medicare and Medicaid

1. Upon order submission, the provider indicates that the patient would like to use insurance to pay for the test. The provider submits insurance with the test or Customer Success will reach out to the patient to obtain insurance information.
 2. Qualifying patients with Medicare Part B (Medicare administered by the federal government for outpatient services) have no out-of-pocket costs. Patients with other forms of government insurance (i.e., Medicaid, Tricare) typically have no out-of-pocket costs.
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FINANCIAL ASSISTANCE

Patients can apply for financial assistance online at access.tempus.com or call the Customer Success team at **312-598-9961** for immediate review regardless of insurance status. Patients may apply for financial assistance at any point during the process—even before the test is ordered.