

**Adaptive**  
assist™

# Patient Support Program



**clonoSEQ**®  
By Adaptive

Adaptive Assist supports patients who receive clonoSEQ and other tests from Adaptive Biotechnologies

# For clonoSEQ® patients, Adaptive Assist™ is with you every step of the way

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We understand that each patient's situation is unique, which is why Adaptive Assist provides support at each point in the insurance and billing process, helping to make each step straightforward and transparent. The Adaptive Assist program helps facilitate access to clonoSEQ testing services for lymphoid cancer patients who could benefit from the clinical insights provided by minimal residual disease (MRD) testing.

## We support patients with:

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**Upfront, out-of-pocket estimates**



**Prior authorization management**



**Appeal for maximum benefits and lowest out-of-pocket costs**



**Assistance with out-of-pocket costs after coverage for qualifying patients**

# Broad billing support tailored to each patient's needs

## Enroll today

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Here's what you can expect when we work with you, your healthcare team, and/or your health insurance plan.



### Step 1: Submit an application

Call our Patient Support Team to sign up for the Adaptive Assist program or print and mail your application to:

Adaptive Biotechnologies  
Dept LA 24084  
Pasadena, CA 91185-4084



### Step 2: Learn potential out-of-pocket estimate

Adaptive will provide an estimate of your upfront out-of-pocket costs and let you know whether you qualify for financial support.



### Step 3: Give permission

If you receive a "Consent to Appeal" form from Adaptive, please fill it out and return it promptly to help us appeal for coverage for your test.



### Step 4: Get updates

Adaptive will notify you of any new information throughout the billing and appeals process.

**Call our Patient Support Team at  
1 (855) 236-9230 for 5-minute enrollment  
or print and mail your application to us**

# Frequently Asked Questions

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Reach out to our Patient Support Team at 1 (855) 236-9230 to learn more.

**Q: What is the clonoSEQ MRD Test, and why has my doctor ordered it?**

**A:** clonoSEQ is a test to measure minimal residual disease (MRD) to help you monitor, manage, and move forward with your blood cancer care. clonoSEQ is the first and only FDA-cleared test that detects, counts, and tracks MRD in patients with multiple myeloma, CLL, or B-ALL. Adaptive Biotechnologies is the company that offers clonoSEQ.

**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. You may receive a “Consent to Appeal” form from Adaptive. Please fill it out and return it promptly to help us in appealing for coverage for your test.

In some cases, you may have some out-of-pocket costs, such as coinsurance, for clonoSEQ. Please call our Patient Support Team at 1 (855) 236-9230 to understand your potential out-of-pocket costs, 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: Is clonoSEQ covered by Medicare?**

**A:** Medicare covers clonoSEQ testing performed on blood or bone marrow samples from patients with multiple myeloma, B-cell acute lymphoblastic leukemia, or chronic lymphocytic leukemia, at multiple time points throughout a patient's treatment.

When there is reason to believe that Medicare will not cover the test, you will be asked to review and sign an Advance Beneficiary Notice (ABN) informing you that Medicare considers the test to be noncovered, the reason why testing is not covered, and your financial responsibility, prior to any services being performed.

**Q: Can I find out what my potential out-of-pocket cost for the clonoSEQ MRD test will be?**

**A:** Out-of-pocket cost estimates are available prior to submission of a clonoSEQ order by contacting our Patient Support Team at 1 (855) 236-9230. The amount quoted during this process is an estimate based on plan benefits and unmet deductible or coinsurance and/or copay amounts and is subject to change based on other claims that are being processed for you.

During the call, we will attempt to qualify eligible patients for financial assistance through our Adaptive Assist Patient Support Program so that we can more accurately estimate the potential out-of-pocket costs.

**Q: Who is eligible for financial assistance through the Adaptive Assist Patient Support 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 or the sum of medical expenses as a percentage of household income.

Please call the Patient Support Team at 1 (855) 236-9230 or complete the application form to see if you might qualify for reduced out-of-pocket costs

- 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.

**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 Biotechnologies.

**Q: What are my payment options?**

**A:** Adaptive Biotechnologies currently offers 3 payment options—phone, online, or mail:

- To pay over the phone by credit card, call our Patient Support Team at 1 (855) 236-9230
- To submit a credit card payment online, visit [www.MyLabBill.com/SQ](http://www.MyLabBill.com/SQ)
- To submit a payment via the mail, send a copy of your clonoSEQ patient statement along with a personal check or money order made out to Adaptive Biotechnologies to the address below:

Adaptive Biotechnologies  
Dept LA 24084  
Pasadena, CA 981185-4084

If you have a financial responsibility for clonoSEQ MRD testing, contact us to see if you qualify for financial support.

**Q: What documentation may be required to determine if I am eligible for financial assistance?**

**A:** Adaptive Biotechnologies will perform an upfront eligibility verification of patients applying for financial assistance. You may be required to provide supporting documentation of the financial information provided if your application is selected for review.

You must provide this documentation, such as a W2, paycheck stub, or other such documentation, within 45 days of notification that you have been selected for the process.

Once we review your application along with the documentation 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 1 year.

# Adaptive assist™

## We're here to help you:

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- Understand your potential financial responsibility for clonoSEQ
- Navigate the insurance, billing, and payment processes
- Assess assistance options available to qualified patients with a financial need



## We're here to answer your questions

**1 (855) 236-9230**

Monday through Thursday 9AM to 7PM  
and Friday 9AM to 5PM EST



**Visit [Adaptive-Assist.com](https://www.adaptive-assist.com)  
to learn more.**

Disclaimer: Adaptive Biotechnologies may discontinue or change this program at any time or for any reason without notice.

clonoSEQ is an FDA-cleared test used to detect minimal residual disease (MRD) in bone marrow from patients with multiple myeloma or B-cell acute lymphoblastic leukemia (B-ALL) and blood or bone marrow from patients with chronic lymphocytic leukemia (CLL). clonoSEQ is also available for use in other lymphoid cancers and specimen types as a CLIA-validated laboratory developed test (LDT). For important information about the FDA-cleared uses of clonoSEQ including test limitations, please visit [clonoSEQ.com/technical-summary](https://clonoSEQ.com/technical-summary).

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