

**WE ARE
HERE TO
HELP**

PERSONALIZED MEDICINE *CareLine*

Provides individualized case management

The CareLine is staffed by an experienced team of case managers who provide individualized service to cancer patients, their caregivers and their providers at no charge

Insurance Navigation Services

- Review of health insurance benefits and plan language, including coverage of genomic tests, clinical trials or second opinions
- Facilitating insurance appeal process at all levels, for access to genomic testing or identified treatment
- Screening and connection to clinical trials matching genomic test results
- Securing pre-authorization for prescribed care identified by genomic test results
- Assistance communicating with insurance company related to off-label indications for treatment or therapy identified by genomic test results
- Resolving coding and billing issues related to genomic testing

Financial Assistance Related to Personalized Care

- Negotiating free / reduced drug or treatment access as determined by genomic test results
- Navigating patients to appropriate resources for required co-payment, co-insurance, premium or deductibles to help pay for prescribed care

Other Needs

- Referrals to appropriate emotional and psychosocial support services
- Provision of relevant educational materials

Case management services provide hands-on navigation of the reimbursement system, ensuring access to prescribed and emerging therapies, treatment, and practical financial support needs. Our services often address the holistic needs of the patient, recognizing that everyday barriers often impact access and compliance. Education, research, and representation across a wide spectrum of services are provided for uninsured, underinsured, and insured patients.

Who is Eligible?

- A U.S. Citizen or Permanent Resident of the U.S.
- Diagnosis or screening of cancer
- Be receiving treatment in a facility in the United States or one of its territories



Personalized Medicine CareLine
(866) 460-1928
Monday-Thursday: 8:30am - 5:00pm ET
Friday: 8:30am - 4:00pm ET



Contact us online 24/7 at
personalizedmedicine.
pafcareline.org