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

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

All services are provided at no charge to the patient or their families. All services are provided through phone and/or email communication.