

What is AlloMap?

AlloMap is a non-invasive blood test that helps doctors manage the care of heart transplant recipients. This FDA cleared test is recommended as an option for the non-invasive monitoring of acute heart transplant rejection in the guidelines for the care of heart transplant recipients¹.

How can I find out more about AlloMap?

Ask your doctor if AlloMap testing is right for you. To learn more about AlloMap testing:

- **1-888-ALLOMAP**
(1-888-255-6627)
- **AlloMap.com**

Join our Facebook community:

 facebook.com/allomap

PATIENT REIMBURSEMENT INFORMATION



3260 Bayshore Blvd. | Brisbane, CA 94005 | 1.888.ALLOMAP | CareDx.com

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FKDTC-10004.R2.0

■ The CareDx Patient Advocacy Team is here for you

CareDx has a dedicated team of insurance experts available to assist in resolving AlloMap billing-related issues. The Patient Advocacy Team works with patients, clinicians and insurance companies to obtain reimbursement through accurate billing and appeals. The Patient Advocacy Team can assist with the following:

- Interpretation of insurance Explanation of Benefits (EOB)
- Navigation through the insurance appeals process

(This includes obtaining appropriate information for appeals)

CareDx Patient Advocacy Team

1-888-ALLOMAP



■ Is the AlloMap® test reimbursed?

Most local and national insurance companies are reimbursing for the cost of AlloMap testing. However, some insurers may deny reimbursement. Please know that CareDx has a Patient Advocacy Team working diligently to help all insurers understand the value of AlloMap testing and the need for reimbursement.

■ What should I do if I get a statement?

After your insurer receives a claim, they may send you an explanation of benefits (EOB) statement by mail stating that they have been billed. THIS IS NOT A BILL. It is simply an explanation of the amount your insurance company was billed. If you receive an EOB with an outstanding balance under “Patient Responsibility” or “You May Owe” line, please contact the Patient Advocacy Team at 1-888-ALLOMAP (1-888-255-6627).

Please call us if you happen to receive this statement

PATIENT DETAIL							PROVIDER EXPLANATION OF BENEFITS	
PRODUCT	MEM ID	PATIENT NAME	PAT REL	PATIENT ACCOUNT	MEMBER NAME	CONTROL NUMBER	DATE RECEIVED	PROVIDER OF SERVICE
IND	JSD0564S	JONAS SMITH	EE	BAS-15375.NOT7ASP	SMARCOINDO CENTER	02641120908-01	08/21/16	XDX REFERENCE LABORAT
SERVICE DETAIL								
PATIENT NAME	DATES OF SERVICE	DESCRIPTION OF SERVICE	AMOUNT CHARGED	NOT COVERED	PROV ADJ DISCOUNT	AMOUNT PAID BY INSURER	PATIENT RESPONSIBILITY	REMARKS (SF)
	04/22/09	8849	500.00	500.00			500.00	
		SUBTOTAL	500.00	500.00			500.00	
							PATIENT RESP.	500.00
REMARKS (SF) THIS CLAIM IS BEING DENIED BECAUSE OUR RECORDS INDICATE THAT YOU ARE CURRENTLY COVERED BY ANOTHER HEALTH PLAN (OTHER THAN MEDICARE). PLEASE SEND US THE EXPLANATION OF BENEFITS FROM YOUR CLAIM. IF YOU NO LONGER HAVE OTHER COVERAGE, PLEASE INCLUDE THE START AND STOP DATES FOR THE OTHER HEALTH PLAN. UNITEDHEALTHCARE IS IMPROVING SERVICE TO YOU BY ADOPTING ELECTRONIC PAY CLAIMS. EPC WILL DRAMATICALLY REDUCE THE TIME AND EFFORT AND EXPLANATION OF BENEFITS. GET A HEAD START AND ENROLL TODAY. FIND OUT ON THE HOME PAGE OF WWW.UNITEDHEALTHCAREONLINE.COM OR CONTACT US AT 1-800-842-1109. FOR MORE INFORMATION ABOUT OUR FREE OR LOW COST SOLUTIONS FOR SUBSCRIBERS AND OTHER PAYERS, PLEASE CONTACT US TOLL FREE AT 1-800-842-1109. OPTION								

■ Who is responsible for billing my insurance?

CareDx bills Medicare, Medicaid, and private insurers directly unless your heart transplant center instructs us to do otherwise.

■ What happens if I receive a check from my insurance company?

Should you receive a check from your insurance company for AlloMap testing, please sign the back of the check and mail to the address below so that CareDx can receive payment for your AlloMap test. If you inadvertently cashed the check, please send a personal check made out to CareDx, Inc. for the same amount the insurance company paid to you:

CareDx, Inc.
P.O. Box 49013
San Jose, CA 95161-9013

If you have any questions, please call the Patient Advocacy Team at 1-888-ALLOMAP (1-888-255-6627).

■ What happens if my claim is denied?

Should your insurer deny reimbursement or require more information, the Patient Advocacy Team may be reached at 1-888-ALLOMAP (1-888-255-6627). CareDx can contact your insurer directly to help them understand the importance of making AlloMap testing part of your post transplant care.

■ Will I have to pay anything?

Medicare Patients

Medicare covers AlloMap testing when blood samples are drawn according to specific timing and location requirements. Your transplant coordinator or CareDx will be able to explain these specifics if you have any questions.

Private Insurance Patients

CareDx's Patient Advocacy Team will work to minimize your financial risk whenever possible. If required by your insurance plan, you may be billed for deductibles, co-insurance or co-payments.

Self-Pay Patients

If you can demonstrate an inability to pay for the AlloMap test, CareDx may provide Financial Assistance.

■ What is the Financial Assistance Program?

Financial assistance to pay for AlloMap testing is available for patients who qualify. Please see your social worker or financial coordinator to start the process. To learn more about CareDx financial assistance, contact the CareDx Patient Advocacy Team.

