



FREQUENTLY ASKED QUESTIONS

Q: What is 3D Predict Glioma?

A: 3D Predict Glioma is a test that your doctor can order to determine which of the 12 commonly used chemotherapy drugs will work best for you. This test is for newly diagnosed and recurrent glioma patients to predict therapeutic response to common chemotherapy agents. 3D Predict is not currently available for patients in New York or California.

Q: Can I order a test directly?

A: Testing can only be ordered by your doctor. Please call our customer service department for assistance talking with your doctor about whether 3D Predict™ Glioma is right for you at 1-864-293-7097.

Q: How long does it take to get results from the test?

A: From the time Kiyatec receives the necessary tissue samples, it typically takes approximately 7-10 days to generate your report. Your test results will be delivered to your doctor when complete.

Q: What if I want to cancel my test?

A: Only the doctor who ordered the 3D Predict Glioma test can cancel the order. If you wish to cancel your test, please contact your doctor.

Q: How does Kiyatec obtain my tumor sample for testing?

A: Tissue from your tumor will be collected from a standard biopsy or resection. We will work with your hospital's pathology department to obtain your tissue sample, which will be sent to our CLIA-certified laboratory in Greenville, South Carolina.

Q: What is included in the final report?

A: The results report sent to your doctor will show how live cells from your tumor responded to 12 chemotherapy drugs (whether the cells responded, had a moderate response, or had no response at all).

Q: How do I get a copy of my test results?

A: Your results will be sent to your physician to share with you.

Q: How is this test different from genomic and genetic testing?

A: Genomic testing looks at mutations found in the tumor itself (somatic mutations). Genetic testing looks at inherited mutations that are in all cells, including the tumor, and are passed on from your parents (germline mutations). These tests are used to see how these mutations may impact tumor growth, spread, and response to therapy.

The 3D Predict test is different from both of those tests. It shows which chemotherapies will be most effective in treating your specific tumor. It takes live cells from tumor tissue to see how they respond to 12 commonly used chemotherapies so your doctor can see which ones work and which ones don't before treatment begins.

Q: My doctor wants to do genetic testing. Why would I need the 3D Predict test, too?

A: Each glioma, or brain tumor, has its own characteristics and behavior, which is why all testing—genomic, genetic, and 3D Predict—is so important. 3D Predict can provide therapeutic insights that when used with other test results, can help your doctor find the best treatment for you.

Q: Is the test covered by my health insurance or by Medicare?

A: Kiyatec accepts all insurance plans and Medicare.

Q: I received one or more Explanation of Benefits (EOB) from insurance. What should I do next?

A: Nothing. An Explanation of Benefits (EOB) is not a bill; it is a communication from your insurance company regarding the Kiyatec services you received. It shows services that were billed to insurance and what insurance covered. An EOB may not require payment even if there is an amount due for patient responsibility.

Q: What happens if my insurance company sends a check to me for my test?

A: Kiyatec will send a bill to you for the amount owed once we are notified by your insurance company. You may pay the bill to Kiyatec or endorse the check from your insurance company to Kiyatec by signing the back of the check on the top line of the endorsement area and writing “pay to the order of Kiyatec” on the second line.

Q: Do you offer financial assistance to patients?

A: The Kiyatec Access Program supports patients through the coverage and billing process. When your physician orders one of our tests and we receive your sample, Kiyatec will contact your health plan to complete what is called a benefits investigation. If we expect that you will have greater than \$100 in out-of-pocket costs for our testing services, we will reach out to you via telephone and regular mail.

Q: How does Kiyatec’s Financial Assistance Program work?

A: When your physician orders one of our tests (3D Predict Glioma) and we receive your sample, Kiyatec will reach out to your health plan to obtain detailed benefit information (e.g., to confirm insurance information, unmet deductible amounts, and lab benefit levels). If your expected out-of-pocket costs are greater than \$100 for our testing services, Kiyatec will try to reach you by phone and mail to share this information with you, request your authorization to appeal a service denial we may receive from your health plan, and share information about Kiyatec’s Financial Assistance Program, which may help lower your out-of-pocket costs for our testing services.

Q: How often will Kiyatec contact me?

A: If we find that your out-of-pocket costs for testing are greater than \$100, Kiyatec will make two phone calls to try to reach you, and if we do not reach you, we will send a letter via regular mail. If you have any questions about billing or reimbursement or to apply for financial assistance, you can contact us at 1-866-512-2943.

Q: What happens if I don't have insurance?

A: Kiyatec is committed to providing access for patients without insurance through our Financial Assistance Program, a needs-based program for qualifying patients. Patients may apply for financial assistance regardless of insurance coverage at any point in the testing process by calling 1-866-512-2943.

Q: What happens if my insurance denies coverage or doesn't cover the whole test?

A: Kiyatec will exhaust every available option for insurance coverage for 3D Predict™ Glioma, including appealing any denial of service with your health plan. We will only send you a bill after we have exhausted every option for coverage with your health plan. Kiyatec also offers a Financial Assistance Program that may lower your out-of-pocket costs.

Q: What is the Kiyatec Financial Assistance Program?

A: Kiyatec offers a needs-based Financial Assistance Program for qualifying patients. Regardless of insurance coverage, patients may apply for financial assistance at any point in the testing process. You can apply by calling 1-866-512-2943. We will ask you for your address, the number of people who live with you (household size), and your estimated annual household income.

Q: If I have Medicare coverage, will you ask me to submit an Advanced Beneficiary Notice, or ABN, prior to testing?

A: No. Currently Kiyatec does not require patients with Medicare coverage to submit an Advanced Beneficiary Notice, or ABN, prior to testing.

Q: Who can I contact if I have additional questions?

A: For customer service or general inquiries, call 1-864-293-7097.

For billing questions, call 1-866-512-2943.

For any other questions, call 1-864-502-2013.