

# FoundationACCESS Program: Billing and Reimbursement: Answers for Medical Practices

Foundation Medicine accepts all insurance plans; however, we are currently not in-network providers with all insurance plans. Payment plans are available through our Patient Assistance Program and assistance may be available based on the patient's financial situation. Foundation Medicine is committed to making the billing and reimbursement process as straightforward as possible for you and your patient.

## Here's the Process...

1. A physician orders FoundationOne™ or FoundationOne Heme and provides complete insurance information on the test requisition form. From here, the process is the same, regardless of the test ordered.
2. Foundation Medicine performs the test and delivers the report to the physician. Results are typically returned to the physician within three weeks.
3. Foundation Medicine bills the patient's insurance company for the test, as the provider of service. Typically, it takes 60 to 90 days for the insurance company to respond to Foundation Medicine's claims. During this time the patient may receive an Explanation of Benefits. This is not a bill and will explain the coverage initially offered by the insurance company for the test.
4. If the insurance company denies coverage, Foundation Medicine works on behalf of the patient to attempt to obtain coverage and will assist in pursuing appeals on the patient's behalf to minimize the financial burden when appropriate. We may also contact your office for assistance in the appeals process.
5. Foundation Medicine receives payment from the insurance company. Depending on the terms of the patient's health care plan (or in the case of an uninsured patient), there may be financial responsibility for payment of any applicable co-payments, co-insurance, or deductible for the test, or payment for non-covered services. Foundation Medicine will not bill for the difference between the insurance's allowed amount and the list price of the test.

## We're Here to Help - Contact Information

Our Client Services Team is available from 8:00 am ET – 8:00 pm ET, Monday through Friday at (888) 988-3639 or email at [client.services@foundationmedicine.com](mailto:client.services@foundationmedicine.com).

# Billing and Reimbursement: Answers for Medical Practices

## Frequently Asked Questions

### How much does the test cost?

The list price of FoundationOne is \$5,800. The list price of FoundationOne Heme is \$7,200, and is priced higher due to the costs associated with the technical complexities of performing RNA sequencing (in addition to DNA sequencing). These are the amounts that are billed to insurance. If the patient doesn't have insurance coverage we offer a prompt pay discount. Payment plans may be available to patients through our Patient Assistance Program based on their financial situation. If the patient is uninsured, or if they have insurance and cannot afford the applicable out-of-pocket cost please contact our Client Services Team with regards to eligibility.

### Will my practice or hospital receive a bill?

Foundation Medicine will make every effort to bill the patient's insurance directly unless specific circumstances exist that prevent the direct billing of their insurance company. Please contact our Client Services Team for more detailed information.

### Will my patient receive a bill?

Your patient may receive an Explanation of Benefits – this is **not a bill**. Foundation Medicine first bills the patient's insurance company. We work on their behalf to attempt to obtain coverage and will assist them in pursuing appeals to minimize the financial burden when appropriate. We are required by law to bill patients for co-pays, coinsurance or deductibles as directed by their insurance company.

### My patient doesn't want to order the test because they are concerned about out-of-pocket charges.

Payment plans may be available through our Patient Assistance Program based on a patient's financial situation. If they are uninsured, or if they have insurance and cannot afford the applicable out-of-pocket cost please contact our Client Services Team with regards to eligibility.

### What should I tell him or her?

Foundation Medicine offers flexible financial assistance programs and may be able to offer a range of discounts or establish a payment plan for any out of pocket costs. Please contact our Client Services Team for more detailed information.

### Is Foundation Medicine a Medicare provider?

Yes.

### Are you contracted with my patient's health insurance?

Foundation Medicine accepts all insurance plans; however, we are currently not in-network providers with all insurance plans.

### What kind of payment do you accept?

We accept checks and all major credit cards.

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