

# Patient Financial Services

## Making Diagnostics Accessible for Cancer Patients

A diagnosis of leptomeningeal metastases (LM) can be overwhelming for patients and their families. At CNSide Diagnostics, we believe financial concerns should never be a barrier to accessing important diagnostic information. Our Patient Financial Services team is committed to helping patients understand insurance coverage, navigate billing questions, and explore financial assistance options.

### Insurance Support

When possible, CNSide performs a benefits investigation after receiving a test order to help determine:

- Insurance coverage
- Prior authorization requirements
- Potential patient responsibility
- Available assistance options

If coverage is denied, CNSide may provide appeals support and work with patients and providers to pursue available appeal opportunities.

### Flexible Payment Options

Patients may qualify for:

- **Interest-free payment plans:** If the patient's financial responsibility is \$500 or less, they may qualify for an interest-free payment plan of up to six months. If the patient's responsibility is over \$500, this plan can be extended to 12 months.
- **Prompt-pay discounts:** Available for patients who pay within 30 days from the receipt of the statement. This is a tiered discount model based on the patient's responsibility.

### Financial Assistance Program

The CNSide Financial Assistance Program is designed to help eligible patients manage out-of-pocket expenses associated with CNSide testing.

Patients may qualify for reduced costs based on household income and other qualifying circumstances. Eligibility is determined using a sliding fee scale based on the 2026 U.S. Department of Health and Human Services (HHS) Federal Poverty Guidelines. The information below can be used to assess whether a patient may qualify for financial assistance and to calculate the applicable discount.

Household Size	Household Income					
	Income Min.	Income Max	Income Min.	Income Max	Income Min.	Income Max
1	\$0	\$31,920	\$31,920	\$47,880	\$47,880	\$63,840
2	\$0	\$43,280	\$43,280	\$64,920	\$64,920	\$86,560
3	\$0	\$54,640	\$54,640	\$81,960	\$81,960	\$109,280
4	\$0	\$66,000	\$66,000	\$99,000	\$99,000	\$132,000
5	\$0	\$77,360	\$77,360	\$116,040	\$116,040	\$154,720
6	\$0	\$88,720	\$88,720	\$133,080	\$133,080	\$177,440
7	\$0	\$100,080	\$100,080	\$150,120	\$150,120	\$200,160
8	\$0	\$111,440	\$111,440	\$167,160	\$167,160	\$222,880
<b>Discount</b>	100%		95%		90%	

### How to Apply for Financial Assistance

**Complete** the financial assistance application.

**Collect** eligibility information, including household income, household size, residential address and documentation of reported earnings (i.e. IRS Form 1040 or W2 from the previous year, paystub or bank statement).

**Submit** financial assistance application and supporting information electronically via the website, email or fax.

### Contact Information



**CNSide-Dx.com**



**877-288-4174**



**Billing@CNSide-Dx.com**



**Office Hours:**  
Mon - Fri  
8am-5pm CT

If patients do not meet the income-based criteria for financial assistance, they may still qualify on a case-by-case basis upon providing documentation of qualifying extenuating circumstances, such as significant unpaid medical expenses or debt, recent job loss, hardship related to a natural disaster, or substantial travel and lodging expenses associated with medical treatment.



Scan QR Code to Access the CNSide® Financial Assistance Application