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
Discount	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

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