Partnering with your patients and practice at every step of the journey

This brochure highlights the well-established suite of nCompass services available to help your patients using Optune®
Meet the nCompass™ team members assisting you and your patients from prescription through treatment

**HCP Points of Contact**

**HCP Coordinator (HCPC)**
- Manages prescription process and supportive documentation
- Updates your practice on your patient’s prescription status, as desired

**Case Manager**
- Works with your patient’s insurance plan and identifies resources and programs to minimize the cost for Optune®, regardless of their financial status

**Patient Points of Contact**

**Care Coordinator (CC)**
- Provides 24/7 technical support via phone or email
- Manages supply reorders for delivery to patients
- Offers travel resources and tips

**Device Support Specialist (DSS)**
- Provides live ongoing education and support to your patients
- Sends monthly Optune usage reports to your practice and provides tips to your patients to help optimize their time on Optune

Patient image reflects the health status of the patient at the time the photo was taken.
nCompass™ offers a well-established suite of services to help your patients start Optune®

**Optune Prescription and Benefits Review**
- Your office completes an Optune Prescription Form and sends all supportive documentation
- Supportive documentation and prescription are processed*
- Benefits investigation begins on behalf of your patient

**Resource Kit and Array Layout**
- Your patient receives a resource kit that contains tools to help prepare them for starting Optune and integrating it into their lives
- Customized array layout map and measurements are sent to your practice prior to treatment initiation

**Welcome Calls**
- CC makes Welcome Call(s) to patient or caregiver, to help familiarize them with Optune and discuss their out-of-pocket costs

**Starting Optune**
- DSS delivers Optune to your patient’s home or your practice and provides in-person training at treatment start
- DSS informs your practice once patient initiates Optune

*nCompass provides ongoing support and education, as needed, throughout treatment*

*It is important to note that incomplete prescriptions will be returned for updating.*
What do I do if my patient receives unfavorable letters from their insurance company (eg, denial letters)?
Your patient should not be concerned by these documents, as they are commonly sent. nCompass will continue to work with your patient’s insurance company. Please have your patient reach out to nCompass regarding specific insurance questions.

Can an nCompass team member interact with my patient before a prescription is written?
Yes. Patients and caregivers can ask questions about Optune® by calling nCompass, even without a prescription. A Device Support Specialist (DSS) may educate your patient considering Optune by addressing any potential equipment or lifestyle questions. Eligibility criteria apply. Speak with your Territory Manager (TM) regarding this service.

What supporting documents should I include as part of the prescription?
Supporting documents needed to process the prescription include: face/demographics sheet; copy of patient insurance card; medical records (history and physical); clinical notes; and patient’s recent magnetic resonance imaging (MRI), on disc.
nCompass™: an award-winning support program with comprehensive services for your patients using Optune®

Reimbursement assistance
- Supports your patients and your practice through the reimbursement process, starting with an investigation of benefits
- Out-of-pocket cost for treatment will be determined based on the patient’s household income and insurance plan. Novocure is committed to identifying resources and programs to minimize the cost of Optune for patients who are uninsured, underinsured, or have a household income of <$150,000*

Customized support based on patient or caregiver needs, including
- In-person device education
- Resources and tips for using Optune
- Technical support via phone
- Reordering supplies

Contact nCompass for all your patients’ Optune support needs

Call us any time of day: 1-855-281-9301 (toll-free)
Or email us: support@novocure.com

Novocure is not permitted to provide medical advice to patients. All patients with medical questions will be referred back to their healthcare provider.

*Specific eligibility criteria apply.