Throughout your Optune® treatment, nCompass™ is here to help. Whether it's navigating the insurance and coverage process in the very beginning, providing in-person training, or simply having someone to turn to for device questions along the way. Supporting you every step of the way from the moment your doctor prescribes Optune®, the nCompass support program will be there for you on your Optune treatment journey.
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Supporting you every step of the way
Help navigating insurance coverage and financial assistance

Our experienced team has helped numerous patients and caregivers, in all different financial situations, get access to Optune. They may be able to help you by:

» Working with your insurance provider to help obtain coverage for Optune
» Talking to you about financial assistance programs, which may be able to lower the cost of Optune therapy. Certain conditions apply
» Offering assistance through our Charitable Care Program if your household income is less than $150,000. Certain conditions apply

In-person training

We want to make sure you get off to the right start. When you’re ready to start Optune, we provide in-person training for you and your caregivers. nCompass will contact you to set up in-person device training with a Device Support Specialist (DSS), who will also deliver the Optune equipment.

Your DSS will help you get started by:

» Teaching you and your caregivers how to use the device, and how to prepare your scalp and properly place transducer arrays
» Answering questions and providing information on how to incorporate Optune into your life and daily activities

On demand 24/7 technical support:

At any time, the technical support team is available to help troubleshoot the device and answer technical questions.

If you need additional supplies, like extra batteries or transducer arrays, this is the number to call: 1-855-281-9301

Ongoing support from your DSS:

» Immediately after you start Optune, your DSS will check in and continue to answer questions about using Optune.
» Your DSS will work with you to obtain your monthly compliance data. This is a record of how much time during the day you are actively receiving therapy.

Travel assistance:

If your doctor tells you that it is okay, travel may be possible with Optune. nCompass may be able to assist you if you plan to travel with Optune.

If you’re preparing for air travel* with Optune, contact the nCompass technical support team. We can work with you and your airline to help make things go more smoothly.

* International travel support from nCompass is dependent on Optune’s approval. Refer to the device labeling for more information.
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Whenever you need it—

nCompass makes it easy for you to travel with Optune. We’re always here to help.

*nCompass travel support is dependent on Optune’s approval. Refer to the device label for more information.
One call, complete support
Coverage questions? Need tech support? Travel assistance? Extra supplies?

Call us toll free, any time of day: **1-855-281-9301** (toll free)

Or email us: support@novocure.com

For more information about nCompass™ support or if you’d like additional resources related to Optune®, visit [Optune.com](http://Optune.com).