From the moment your doctor prescribes Optune™, the nCompass™ support program will be there for you on your Optune treatment journey.
Supporting you every step of the way
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.
Help navigating insurance coverage and financial assistance

To us, nothing is more important than getting you the treatment you need. Our experienced team has helped numerous patients and caregivers, in all different financial situations, get access to Optune.

If you have insurance:

- We know the ins and outs of insurance coverage and will work with your insurance provider to obtain coverage for Optune.
- We can also talk to you about financial assistance programs, which may be able to lower the cost of Optune therapy.

If you are uninsured or underinsured:

- You may be eligible for assistance through our Charitable Care Program. Your household income must be 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 head and properly place transducer arrays.
- Answering questions and providing information on how to incorporate Optune into your life and daily activities.

The DSS helped answer my mom’s logistical questions.

—Optune caregiver
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.

On demand 24/7 technical support:

- If you need additional supplies, like extra batteries or transducer arrays, this is the number to call: 1-855-281-9301.
- At any time, the technical support team is available to help troubleshoot the device and answer technical questions.

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 status in the destination country.
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:
emalsupport@novocure.com

For more information about nCompass™ support or if you’d like additional resources related to Optune™, visit www.Optune.com.