

Frequently Asked Questions

How much will the test cost?

Your cost depends on your MyOme Access eligibility, insurance plan, and payment choice. In some cases, you may have an out-of-pocket cost. To keep testing affordable, MyOme offers financial support programs, including prompt-pay discounts and interest-free repayment plans.

What if my insurance denies coverage?

If your insurance does not cover testing, we provide alternatives to lower the cost of testing, including self-pay options and financial support options.

Why did I receive an Explanation of Benefits (EOB)?

Your insurance provider sends an Explanation of Benefits (EOB) when processing your claim. An EOB is not a bill—it simply outlines what your insurance covered and any possible remaining balance. If you have an out-of-pocket cost, MyOme will send you a separate bill.

Have Questions? We're Here to Help.

Our team is dedicated to making the billing process simple and stress-free. If you have any questions about costs, payment options, or financial support, we are happy to assist.

Contact us at billing-inquiry@myome.com

Simplified Billing to Support Rare Disease Diagnosis



Visit us at MyOme.com



At MyOme, we believe that everyone deserves access to high-quality genetic testing—without financial uncertainty standing in the way.

Patient-Centric Billing with MyOme Access

Based on the most recent federal guidelines and household income data, our sliding-scale discount model opens the door to affordable testing for the vast majority of U.S families.

- › **Applicable to nearly every family:** MyOme Access offers discounted genetic testing to ~90% of American households.
- › **Built on fairness and trust:** Discounts are based on clear, federally aligned income tiers, so patients pay what's fair for their financial situation.
- › **Case-by-case compassion:** Each MyOme Access application is evaluated individually, reflecting MyOme's ethical and equitable approach to billing.



Apply today!

To learn more, check your eligibility, estimate your cost, and apply, visit:

www.MyOme.com/access

Your Flexible Pathway to Affordable Testing

1 Apply for MyOme Access

Unlock Affordable Testing

- To ensure the best price possible, we encourage everyone to apply to MyOme Access
- Apply via our seamless online application
- Leverage our built-in cost estimator to predict testing cost

2 Lower Any Remaining Cost

Bill Insurance

- We proudly partner with commercial insurance, Medicaid, and Medicare to reduce out-of-pocket (OOP) costs
- Medicaid/Medicare holders can access testing at \$0 OOP
- We request and handle all prior authorizations on your behalf—with no delays to testing initiation

Leverage Financial Support Options

- Everyone is eligible for our additional financial support options, which include:
 - Prompt-pay discounts
 - Interest-free repayment plans
- We work with you directly to find the best path forward

Prefer to self-pay?

We also offer industry-leading, transparent cash prices, with no hidden fees or surprises

For more information, contact billing-inquiry@myome.com