



Kim, an Optune Gio™ user and Patient Ambassador  
Patient images reflect the health status of each patient at the time each photo was taken.

MyNovocure™ |  OPTUNE  
GIO™

# Personalized treatment support

Award-winning support for Optune Gio users and care partners

# MyNovocure™ was created with you in mind

**MyNovocure is personalized to help you get the most out of your treatment experience.**

Whether you are just starting to incorporate Optune Gio™ into your daily routine or looking for help with the device, we are here for you all day, every day. With one-on-one product support from your MyNovocure team, you have 24/7 help with the following:

-  Insurance support
-  Device assistance
-  Traveling with Optune Gio
-  Finding treatment information
-  Reordering supplies



Have questions or need support? Call 1-855-281-9301 or email [support@mynovocure.com](mailto:support@mynovocure.com)



Craig, an Optune Gio user and Patient Ambassador

## Getting started with MyNovocure

After your doctor prescribes Optune Gio, a MyNovocure team member will give you a call, welcoming you to the program

Next, a team member will schedule the delivery of your device. Once the device is delivered, they will walk you through setup and usage of it



A team member will provide an overview of the MyNovocure support program and starting Optune Gio

The MyNovocure team will follow up with check-ins whenever you need additional support



"The care support that we have received has been top-notch. They are available 24 hours a day, 7 days a week."

—Andrea, an Optune Gio Care Partner Ambassador



Taylor, an Optune Gio™ user and Patient Ambassador

# Committed to supporting you

You can count on your team to be there for you when you need them. They will help you with:



### Reimbursement support

We can help you understand how your Novocure therapy may be covered and minimize your cost.



### Treatment support

We can help answer your Optune Gio treatment questions and provide support along your journey.



### Device support

We will help you set up your device, schedule future check-ins, and troubleshoot any issues you may have.

# Reimbursement support

MyNovocure™ is committed to helping you get access to your therapy.



We will work directly with your healthcare provider and insurance company to help you minimize your out-of-pocket costs.



Your support team will help answer financial questions and identify resources to lower your cost, which may vary for each person based on different factors.



In some cases, people can start treatment while we work to receive approval from their insurance company.



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“Save the MyNovocure number on your mobile phone so you’ll know when we’re calling to check in.”

—Nicole, a MyNovocure Expert

# Treatment support

Your MyNovocure™ team can provide personalized support for you by:



Giving an overview of how you will receive your device



Talking you through your device and how it works



Offering ongoing support throughout your journey



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Osmond, an Optune Gio™ user and Patient Ambassador

# Get device support

Your MyNovocure team will provide personalized technical support. Once you're ready to start treatment, a Device Support Specialist (DSS) will call you to schedule a visit, either in person or virtually.



At your start visit, you can expect your MyNovocure team to work with you to:

- Schedule a delivery of Optune Gio and the supplies you need
- Walk you through how to set up and use Optune Gio, supplies, and accessories



Once you begin treatment, your DSS will continue:

- Checking in on your experience
- Offering helpful tips and resources

After your DSS helps set up Optune Gio, you or your care partner will work towards integrating Optune Gio into your daily life. You can always reach out to your support team if any questions come up.

**It's important to know that MyNovocure cannot provide medical advice. To make sure you receive proper support, be sure to ask your doctor any treatment questions you may have.**

“Look at the Optune website and read the testimonials from Optune users and care partners. These are real people with real-life experience. It's very helpful!”

—Penny, a MyNovocure Expert





Scott, an Optune Gio™ user and Patient Ambassador

### Have any questions or need support?



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Translation is available in more than 240 languages.