



Median **7** business days from sample acceptance to results.

You can track the order status via the online portal or by calling our support team at +1 888 LUCENCE (582 3623).

1

ORDER



Complete the Test Order Form

- Patient demographics (name, date of birth, contact info)
- Ordering physician's NPI, practice details, and signature
- Clinical indication and relevant diagnosis codes (ICD-10)
- Insurance information and prior authorization (if needed)
- Request mobile phlebotomy service (if needed)
- Recent cytology / histopathology reports, results from other molecular diagnostic assays (e.g. *EGFR*, *HER2*, *KRAS*) or clinical notes (unless Medicare is the patient's primary payer)

2



Collect 2 Streck Tubes of Blood

- Ensure Streck tubes are not expired
- Label each tube with 2 patient identifiers
- Collect blood and gently invert 8-10 times
- Contact Lucence and mark on the test order form if you would like to request a mobile phlebotomy service
- Note: ctRNA samples are valid for **96 hours** from collection

3



Securely Package the Sample

- Place blood tubes into the styrofoam tube holder
- Cover the biohazard bag with the gel pack
- Place into the kit box along with the completed test order form

4



Submit the Test Order Form and Any Other Relevant Forms via One of the Following Methods:

- Our secure online portal
- Fax to Lucence at +1 650 618 8501
- Electronic health record (EHR) integration (if available)

5



Send the Sample to Lucence Using the Courier Forms

- Samples should be shipped on the same day as collection, Monday–Friday, using the provided pre-paid shipping materials
- Samples collected on Thursdays must be picked up by the courier on the same day to ensure timely delivery to the lab by Friday

Customer support:

Telephone: +1 888 LUCENCE (582 3623)

Fax: +1 650 618 8501

Email: support.us@lucence.com

Website: www.lucence.com

Lab Address: 3520 W Bayshore Rd, Palo Alto, CA 94303

Lab Operating Hours: Monday to Friday: 9:00 - 17:30 PT

Overcoming Cancer Through Earlier Detection

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