



Health Systems Questions and Answers

1. Why did we partner with Genome Medical?

In an effort to support our patients and providers, we have partnered with Genome Medical, a national medical practice licensed to practice medicine in all 50 US states, to provide genetic counseling and support services. Genome Medical provides genetic services through a telehealth platform. On average, patient appointments are available within 48-72 hours (with extended hours 7 days a week) and offer urgent and emergent services, as appropriate. STAT appointments can usually be seen within 24 hours. Genome Medical has genetic counselors, medical geneticists, physicians, and pharmacists on staff to support all of your genetic needs.

2. When should a provider refer a patient to a genetic specialist at Genome Medical?

A provider is able to refer a patient to Genome Medical for any reason, at any time, and for any condition. The below areas of specialty are the most commonly referred:

- cardiovascular disease
- cancer
- genomic medicine
- infertility
- metabolic disease
- neurology
- pediatrics
- pharmacogenetics
- prenatal
- rare disease
- many others

3. How can a provider refer to Genome Medical?

Genome Medical provides many options for a provider to refer.

- If established, providers may enter referrals directly in the Genome Medical Partner Portal
- Providers can send their patient to the co-banded website created by Genome Medical
- Providers can complete a referral form and fax or email to Genome Medical
- If established, referrals may also come through via an EHR integration

4. Does Genome Medical bill and accept health insurance?



Yes, Genome Medical is a licensed medical practice and is credentialed and contracted with many of the major insurance companies. Genome Medical will work with your patient to confirm and verify coverage for services. Genome Medical is in-network with many large Payers in select regions to include Cigna, Anthem, Blue Cross/Blue Shield, Aetna, United Healthcare, and many others. Additionally, Genome Medical offers financial aid and payment plans as needed.

Please note, Genome Medical currently does not accept Medicare/Medicaid or other governmental insurance (i.e VA ins) due to coverage limitations by these payers. Patients with these types of insurance shall be considered “self-pay” and may qualify for financial aid & subsidy programs, as appropriate.

5. What services are provided by Genome Medical

Genome Medical provides:

- Pre-test counseling (30 min video or telephone conference)
- Lab test ordering (lab agnostic)
- Post-test counseling/return of results (30 min video or telephone conference)
- Provider peer-to-peer counseling services
- Family variant testing and counseling

6. Does Genome Medical order the lab test or would the provider be required to order the test?

Genome Medical provides full "end to end" services and has developed policies and procedures around test authorization and ordering, test tracking, and coordination. Genome Medical is lab agnostic and has worked with all the major labs and with hospital in-house labs. Genome Medical will order the most appropriate genetic test with consideration of coverage and appropriateness. The Genome Medical clinical team uses the most up to date guidelines and clinical recommendations set forth when recommending testing, including those by ACMG, ACOG, NCCN, AHA, etc. Further, we are aware of different genetic testing requirements from insurers (e.g., Aetna, Cigna, United Health Care) and recommend testing to maintain compliance with insurance criteria, when applicable

7. How does Genome Medical support family counseling and family variant testing services?

Genome Medical is able to order comprehensive testing to include targeted familial screenings for patients and their family members based in the US. Their Family Variant Insight Program provides genetic counseling and testing for individuals who have a relative with a known genetic disease. For all patients with a positive result Genome Medical will provide the patient with a letter that can be shared with family members to inform them of their positive test results with next steps and recommendations. For those who wish to have their family contacted for more information and/or testing and



consultation, Genome Medical will provide direct outreach (if contact information is provided by the patient).

8. How will I know if my patient has been seen? What information will be shared with me after a patient visit?

Genome Medical provides a clinical action plan (CAP) after every visit. As the referring/treating provider, Genome Medical will provide you with a copy of the CAP (by fax, email or through the EMR). Each CAP will outline the reason for the visit, clinical recommendations, required next steps, and all relevant testing information.

9. How can a provider or patient get in touch with Genome Medical?

You can contact Genome Medical by email or phone at any time as we have live monitored services Mon-Fri from 8am to 8pm EST.

Email: clinical@genomemedical.com

Phone: (1-877-688-0992)

Chat: If established