

Patient FAQ: Genetic Counseling with InformedDNA

InformedDNA offers convenient, telephone-based genetic counseling to help you understand your individual health needs.



1 How much will I pay for my genetic counseling appointment?

When scheduling an appointment, InformedDNA will obtain your insurance information to verify active coverage and in-network status. InformedDNA bills in-network insurance and collects any copay or deductible due directly from you. The exact cost for services rendered will depend on your insurance coverage. For in-network health insurance, it is typically between \$30-50.

If you have no insurance or your insurance is out-of-network with InformedDNA, one of our billing specialists will review with you the self-pay option and cost.

If genetic testing is pursued, charges for genetic testing are separate. Your genetic counselor and the testing laboratory will communicate directly with you if there are any expected out-of-pocket costs for the testing.



2 How will I be contacted by InformedDNA? Is there a phone number I can call to get scheduled?

You may contact InformedDNA at 800-975-4819 or schedule your appointment online in the [InformedDNA Patient Portal](#).

Secure access to the portal is given in a “welcome email” that will be sent to you upon receipt of the information you submit to InformedDNA in the [form](#) depicted below.

3 How long will it take for my genetic counseling appointment to be scheduled?

You will be contacted within two business days of receipt of your appointment request and offered a genetic counseling appointment via telephone at your convenience.



4 Will I have to complete a lot of paperwork before the appointment?

Prior to your genetic counseling appointment, you are only required to complete a general consent form for use and disclosure. You will be directed to InformedDNA's secure Patient Portal to complete it. (Note: If you do not have computer access, the form will be mailed or faxed to you.)

It is recommended that you also provide your family history within the Patient Portal prior to your appointment, however this can be taken over the phone during the appointment if not completed in advance.

5 What can I expect on the day of my appointment?

On the date of your appointment, your genetic counselor will call you at the phone number you provided to conduct your genetics consultation, which can take up to one hour. Please be sure that you are in a quiet location where you will not be interrupted. Your genetic counselor will review your personal and family history to determine if genetic testing is indicated, discuss what this testing means for you and your family, and provide screening and preventive recommendations. This information will be communicated to both you and your physician if desired.

InformedDNA is the largest independent provider of genetic counseling services, offering a nationwide staff of board-certified geneticists and genetic counselors. A pioneer in increasing access to genetics services, InformedDNA uses proprietary telephone and Internet genetic counseling service delivery systems.

To begin the registration process online,

For more information or questions about scheduling a genetic counseling session with InformedDNA, please contact:

patientcare@InformedDNA.com | [800-975-4819](tel:800-975-4819) | www.InformedDNA.com/contact