

Patient FAQ:

Genetic Counseling with InformedDNA

1 How do I schedule a genetic counseling appointment?

Access to our secure patient portal will be sent to you in a “welcome email.” Within the portal, you may schedule an appointment. If you did not receive that email, you may schedule your appointment using our [Online Registration and Scheduling platform](#). If you need assistance scheduling, please call 800-975-4819.

2 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.



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

3 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.



If you would like to learn more about genetic counseling, the [National Society of Genetic Counselor](#) created this [video](#) to answer the questions that people commonly have: **Who are genetic counselors? Why should you see a genetic counselor? How do you prepare for your visit with a genetic counselor?**

4 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.

InformedDNA is the first and largest independent provider of telehealth 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-us