

Genetic testing program

Supporting genetic testing practices and your patients

Carelon Medical Benefits Management recognizes the role that genetic testing plays in the delivery of quality care today. In collaboration with your patients' health plan, we are implementing a genetic testing utilization management program. We are committed to giving you the tools, knowledge, and resources to participate in this program and be successful in delivering evidence-based care.

What is the genetic testing program?

The genetic testing program helps improve the quality of care while managing costs for genetic testing.

The program supports your practice in the following ways:

Providing actionable information

When your practice submits an order request for genetic testing to Carelon for review, it is compared against evidence-based clinical guidelines and/or health plan medical policies. Requests that meet the applicable clinical criteria will be approved.

Requests that do not meet the applicable clinical criteria will be sent for further review by physician reviewers prior to a denial being issued. The program also provides access to a database of genetic counseling providers if needed.

Clinical criteria

Carelon will first apply any clinical criteria from the health plan, whether in the form of medical policy or clinical guidelines. In the event that the health plan does not have applicable clinical criteria, Carelon has partnered with Informed DNA, who uses board-certified genetic counselors and medical geneticists to develop clinical guidelines. All clinical criteria is based on a review of evidence, including peer-reviewed resources, medical society guidelines and practice bulletins and is updated to keep pace with this rapidly evolving field.

Putting your patients first

We recognize that every patient in your practice is unique. While the program is designed to identify the most appropriate test for an individual patient, the ordering physician may have specific reasons to order another test. The genetic testing program is designed to have the flexibility to approve such requests through outreach by genetic counseling providers and ultimately peer-to-peer review to determine if applicable clinical criteria are met.

Benefits of participating

Practices participating in the genetic testing program can gain efficiency through:

- Clinical 24/7 online access to the Carelon **ProviderPortal**SM, a proven technology platform to process reviews in real time
 - When requested, Carelon can provide information about providers available to offer genetic counseling services to your patients
 - Assurance that your practice is providing evidence-based care
 - Synchronization with health plan medical policy and clinical guideline
-
-

How to participate

The first step in participating is to register as a user of the genetic testing program via the **ProviderPortal**, an online application, at www.providerportal.com.

The **ProviderPortal**, allows you to initiate genetic testing requests for your patients who are covered by participating health plans. We call this the “order request” process.

The **ProviderPortal** allows you to:

- Submit a new order request
- Update an existing one
- Retrieve your order summary

Provider orders cancer treatment regimen



Practice staff enters request and clinical details in the **ProviderPortal**

The genetic testing program evaluates test requests based on clinical information provided. Approval issued in real time if clinical criteria met

Getting your practice ready

Our dedicated genetic testing provider website offers you all the tools and information you need to get started. To access, go [here](#).



8600 West Bryn Mawr Avenue
South Tower - Suite 800 Chicago, IL 60631
www.carelon.com

Appropriate.Safe.Affordable.

© 2023 Carelon Medical Benefits Management
2041-0417