Coordination of Genetic Testing

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Genetic Test Preauth/Order Workflow:

*Keys to success include clear documentation, communication & authorization*

- **Test Recommended**
  - Provider sees patient, recommends testing & contracts timeline (preauth + testing)

- **Preauth Ordered**
  - Provider enters Epic preauth order

- **Clear Documentation**
  - Provider documents rationale & medical need

- **Test Review**
  - Lab GC team reviews preauth request (documentation, lab. CPT codes, price) & submits to IPD in Epic (reviewed within 1 business day, note must be finalized)

- **Preauth Requested**
  - IPD submits request to insurance payer

- **Outcome Communicated**
  - IPD communicates outcome of preauthorization to Provider/RN via Epic in Basket Referral Message

- **Patient/Family Notification**
  - RN contacts family to discuss outcome of authorization, potential financial liability & confirms patient/family wants to proceed with test

- **Appeal**
  - Provider/RN creates appeal letter or completes Peer-to-Peer

- **Denied**
  - Lab GC team reviews denial reason & provides appeal guidance to Provider

- **Authorizd**
  - RN notifies provider to enter order / Provider enters order
How to order Genetic Testing Preauthorization

1. Within the patient’s Chart, navigate to the Orders field and search for Genetic Testing Preauthorization.

2. Complete all required fields (marked with a red stop sign)

3. Specify to whom the IPD (Insurance Processing Department) should communicate the preauthorization outcome. This is typically the nursing team for the specialty. Some teams choose to also include the
ordering provider and/or genetic counselor. The outcome should go to the person in the care team who will communicate with the family and complete next steps in test coordination.

If the outcome should be sent to someone or another pool not listed, use the ‘Other Provider’ selection and fill in the free text field below to specify to whom the IPD should communicate the preauth outcome.

4. Add the appropriate diagnosis code(s) and sign the order.

5. Completed Genetic Testing Preauthorization orders will appear in the Referrals tab within the patient chart.

6. The Lab Genetic Counselor (GC) will review the request and review the medical rationale/necessity for the test, ensuring clear documentation in the medical record.
   - If a request requires clarification, the requesting provider will receive a Referral Message from the Lab GC via communication(s) within Epic In Basket.
     1. Review message from LabGC/GCA team.
     2. Click to Reply All
     3. Select the LAB GEN COUNSELORS pool.
     4. Add your response to the query from the LabGC/GCA team.
     5. Click Send.
     6. Click Done to remove the message from your inbox.
The communications between the Lab GC/GCA team and the ordering provider(s) are saved in the chart, within the Notes section of the Referral.

7. Once the request details are clear and the provider’s note is signed, the Lab GC will submit the referral with appropriate details to the Insurance Processing Department (IPD) to initiate the preauthorization process.

8. IPD will notify the designated contact(s) regarding the outcome of the preauthorization request via Epic In Basket (selected during step 3, above).
How to check the status of a preauth request:
Details regarding the preauthorization request can be found within the Referrals tab of the patient’s chart.

The Lab GC team will document communications with the ordering provider(s) in the Notes section of the referral.

The Insurance Processing Department (IPD) will add notes to the referral that include details regarding when the request was submitted to the insurance payer, the current status, and details regarding the outcome of the request.

Important details, such as the diagnosis code(s) and CPT code(s) can be found within the referral itself.
How to order a BUILT genetic test:

1. Search the SCH Lab Test Catalog (aka LabMan)
   https://seattlechildrenslab.testcatalog.org/

2. Built tests will have an entry with details regarding the test, including acceptable specimen types, and guide you how to find the test in Epic. You can search using the test name or test code:

   ![Chromosomal SNP Microarray](image)

   Test Code LAB1803

   Clinical System Name
   Chromosomal SNP Microarray

3. Within the patient’s Chart, navigate to the Orders field and search for test name using the details from LabMan (such as test name, test code, ...)

4. Complete all required fields (marked with a red stop sign)

5. Include any providers to be cc’d on the results (resident, genetic counselor, etc.) by expanding the Show Additional Order Details section and adding the provider(s) in the CC Results field

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How to order a MISC genetic test:

1. Search the SCH Lab Test Catalog (aka LabMan) to confirm the test is NOT built (and should be placed as a miscellaneous):
   https://seattlechildrenslab.testcatalog.org/

2. Once confirmed, search orders for Miscellaneous Genetic Test

3. Complete the required fields, including specimen volume and tube type so that phlebotomy team is aware of specific sample to collect. Add comments by expanding the Comments field.

4. Include any providers to be cc’d on the results (resident, genetic counselor, etc.) by expanding the Show Additional Order Details section and adding the provider(s) in the CC Results field.

How to order a test using banked DNA, residual DNA, or an MGL hold sample using an Add-on Lab Test Communication order

Please use the Add-on Lab Test Communication order when ordering a test using a sample that is already in lab, such as DNA that is banked, on Molecular Genetics Lab (MGL) hold, or residual DNA from another test previously performed.

1. Provider will enter Add-on Lab Test Communication order (LAB3711) and complete the required fields. Include any providers to be cc’d on the results (resident, genetic counselor, etc.) by adding the provider(s) in the CC Provider(s) field.

2. Add the appropriate diagnosis code(s) and sign the order.

3. Once received by the lab, the order will be triaged and converted to the appropriate Built test or Miscellaneous Genetic Test order.
How to order a Molecular Genetics Lab (MGL) hold

Molecular Genetics Lab Hold requests are restricted to clinical lab testing ordered by Seattle Children's Hospital providers only. **Requests must meet defined criteria.** This service is performed at no charge to the patient.

1. Review the [criteria for MGL hold](#) and ensure your patient meets criteria.

2. Provider will enter Molecular Genetics Lab Hold (LAB1905) order and complete the required fields.

![MGL Hold order](image)

The intended test name must be specific. “Hold for future genetic testing,” does not meet criteria.

3. The MGL Hold order will be visible in the Lab section of the patient chart.

4. When you are ready to proceed with testing, use the **Add-on Lab Test Communication** order (see instructions above).

Information regarding MGL Hold & DNA banking

Link to the Lab Test Catalog for [additional information regarding how to order](#) & [frequently asked questions](#).

Information regarding alternate specimen (saliva/buccal) collection kits for genetic testing

Blood is often the preferred sample type for genetic testing due to the large amounts of high-quality DNA that can be extracted from the white blood cells. However, alternate samples types, like saliva and buccal cells, can provide enough DNA to perform most genetic testing. These samples may be easier to collect or preferred for testing based on the clinical scenario.

Refer to the [Lab Test Catalog](#) page (if Built test) or the specific reference lab’s website (if MISC test) for the type(s) of alternate specimen(s) accepted by the laboratory for genetic testing.

Visit the [Alternate Specimen Collection Kits for Genetic Testing](#) page for additional information and instructions about how to request a kit be sent to your patient.
Information regarding the use of residual DNA for genetic testing

Before ordering a genetic test, confirm the desired sample type. Patients may have banked DNA, a sample on MGL hold, or residual DNA from a previous genetic test performed at Seattle Children’s Hospital that could be used for additional genetic testing. This can avoid an additional draw for the patient and/or negate the need to collect an alternate sample. **Note:** blood drawn at SCH and sent for a test performed at an outside lab will **not** have residual DNA at SCH.

If the patient had a genetic test performed in the SCH in house lab within the last year, there may be residual DNA available to add onto or send out for additional genetic testing. Please email the Lab DNA Bank team to check on the availability of residual DNA. Include the name of the desired test, performing reference lab, and name of previous test that may have residual DNA in the communication to the Lab DNA Bank team.

Placing Genetic Orders on Admitted Patients

Some patients will have genetic testing orders placed on ambulatory encounters. Occasionally, these patients are admitted as inpatients and those genetic test orders are not visible in inpatient encounters. **In these instances, inpatient providers will notify the on-call genetics provider, who will need to place the orders on the inpatient encounter so that they can be carried out during the patient’s admission.** **Note:** This tip sheet is for admitted inpatients. For patients needing ambulatory orders placed, follow the standard ambulatory lab ordering workflow.

Find the admission encounter

1. Click **Patient Lookup** to search for the patient.
2. Enter the patient’s name or MRN in the search field.
3. Click **Find Patient**.
4. Confirm the patient details. Click **Select**.
5. Go to Chart Review > Encounters.
6. Click the Admission (Current) row to select it.
7. Click the Encounter button on the toolbar to open the selected encounter.

Place order(s) on admission encounter

1. Click on the Orders activity tab.
   a. Make sure the Active tab is selected.
2. In the Manager Orders sidebar, type the order into the search field.
3. Click **New**.
   a. **Note:** When placing the order in the inpatient encounter, no additional prior authorization is required.

4. With the order composer open, fill out all details of the genetics order.

5. Click **Accept**.

6. With all the order details entered, click **Sign** in the Manager Orders sidebar.

7. **CRITICAL:** After signing the inpatient genetic order, proceed to the section below to cancel the duplicate genetic order that was placed under the ambulatory encounter.
Canceling the ambulatory lab order(s)

1. Within the Orders activity, click the Order History tab.
2. In the toolbar, click the Views button.

3. Select Open Orders from the list.

4. Select the genetic test order in the list of open orders within Order History.
5. Click Discontinue.

6. In the Cancel Order window, add a Reason for canceling of “Duplicate”.
7. Enter a comment in the Comments field describing the reason for canceling the order.
8. Click Accept.