

Gather the following information:

- Patient insurance and demographic information
 - CPT codes for testing
 - These may be listed on the lab website for the testing being ordered
 - Or you may need to call the lab to inquire.
- Helpful hint: Save CPT codes for commonly ordered tests in an easy to see location.**
- ICD10 diagnostic codes for the patient
 - Ordering Provider NPI #
 - Laboratory NPI or TaxID # (this is only needed testing that won't be institutionally billed)
 - This information should be found on the lab website
- Helpful hint: Save NPI or TaxID# for commonly used labs.**
- Clinic notes and pedigree or family history

Call insurance provider line or prior authorization line

- The phone number is found on the back of the insurance card.
- State or select option for starting a prior authorization.
- **Every insurance is different.** Prior auth. may be able to be started by phone, but you may need to complete and submit a specific form or letter of medical necessity (LMN). See Insurance policy, How to write an LMN, and LMN templates sections of this toolkit.
- Ask for expected time frame on when the prior auth will be reviewed and decided upon.
- Ask how you will be notified of the decision from the prior authorization.

Helpful hint: Create a file for each payor as you go keeping the specifics of their process including any forms they require and where to fax or send the completed forms. This will save you a phone call for the next patient with this insurance.

Common questions

- What if it is denied?
 - The payor is obligated to inform you in the denial letter of routes of recourse which may include an appeal.
- What is a peer-to-peer review?
 - Some payors may have special cases or even all genetic testing cases go to a peer-to-peer review which is a conversation between the genetics provider and a "qualified" provider from the payor office.
- Does prior authorization guarantee coverage of claims?
 - For most payors, a prior authorization does not guarantee coverage of a future claim. However, many laboratories stand behind the prior authorization in regards to patient payment responsibilities. This is a question you can ask the laboratory you are ordering testing from