

Frequently Asked Questions:

Specimen Requirements

Question: What kind of specimens do you accept?

Answer: PreventionGenetics accepts whole blood, purified DNA, and cell cultures. Details are listed on page four of our [Test Requisition Form](#).

Question: Is a separate tube of blood required for each test?

Answer: No, only one tube of the required 2-5 ml of blood will be sufficient to perform multiple tests. Blood should be collected in an EDTA (purple top) or ACD (yellow top) tube.

Question: I am drawing a specimen from an infant. What is the minimum amount of blood required?

Answer: We require a **minimum** of 1 ml of whole blood in an EDTA (purple) or ACD (yellow) tube.

Question: What is the stability of a blood specimen?

Answer: If the blood is stored at room temperature, it is good for up to 48 hours. If the blood is refrigerated, it is good for up to one week. Do **not** freeze the blood.

Question: Does PreventionGenetics accept DNA extracted in other laboratories?

Answer: Yes, PreventionGenetics accepts purified DNA. We require a minimum of 15 µg of DNA at a concentration of at least 20 µg/ml. For tests involving the sequencing of more than three genes, please send an additional 5 µg per gene. We require that concentration, composition of the solute and identity of the specimen be clearly indicated on the DNA tube. PreventionGenetics does **not** accept products of whole genome amplification or other amplification products.

Question: What are the requirements for a prenatal specimen?

Answer: We accept purified fetal DNA or cultured fetal cells. For prenatal testing of known familial mutations we require two T25 flasks of confluent cells or 5 µg of purified DNA. For prenatal tests of whole genes or multiple genes, a *minimum* of four confluent T25 flasks or 10 µg of DNA is required. Cell cultures are only accepted Monday-Thursday. **Advance notification of a prenatal specimen is required. We do not perform cell culture and do not accept direct CVS or amino specimens.** See our [Prenatal Testing Guidelines](#) for more information.

Question: What paperwork do I need to include with each specimen?

Answer: The first 3 pages of our [Test Requisition Form](#) must accompany each specimen. The Test Requisition Form must be filled in completely. Incomplete paperwork will delay testing.

Shipping

Question: How do I send a specimen?

Answer: Blood specimens should be shipped in a crushproof, insulated container. Whole blood and cell cultures are usually sent by overnight courier. Purified DNA may be sent by a slower mechanism. All specimens should be accompanied by the first three pages of our [Test Requisition Form](#).

Question: Where do I ship a specimen?

Answer: PreventionGenetics Attention:
Diagnostic Lab 3700 Downwind
Drive Marshfield, WI 54449

For international clients - Attention: Ann Solatycki

Question: Do you accept Saturday or Holiday deliveries?

Answer: We accept whole blood and DNA Monday-Saturday. Cell cultures are only accepted Monday-Thursday, and we prefer to be notified in advance of their arrival. PreventionGenetics is closed on major Holidays.

Question: Can I ship specimens by regular postal mail?

Answer: We do not recommend shipping blood specimens or cell cultures by mail. They should be shipped by overnight express. Purified DNA may be shipped through postal mail.

Question: Does PreventionGenetics pay for shipping?

Answer: No, shipping of all clinical testing specimens is the responsibility of our clients. We provide free shipping only for DNA banking specimens.

Turnaround Times

Question: Are the results of my test ready yet?

Answer: Most tests are completed in less than 40 calendar days. A few large tests or panels of tests such as NEB gene sequencing, myopathy gene panels, Joubert syndrome panel, or Bardet Biedl syndrome panel may take up to 100 days. Test reports are faxed to the ordering physician as soon as they are completed.

Question: Do you have a STAT option for my test?

Answer: Yes, all PreventionGenetics tests (except Test #600, the aCGH test) can be ordered with the STAT option. STAT tests are completed within 10 calendar days for an additional cost of 25% of the list price. The genes within multiple gene tests are sequenced **simultaneously** in STAT tests, rather than sequentially (our standard approach).

Question: How soon will I receive my results from a prenatal test?

Answer: The turnaround time for known familial mutation prenatal test is 10 calendar days from receipt of specimen.

Question: What is the turnaround time for the aCHG test?

Answer: 40 days.

Add-On Tests (Reflex Testing)

Question: What is your procedure to add-on another test for a patient who was tested previously at PreventionGenetics?

Answer: Additional tests can be ordered by faxing (715-207-6567) another completed [Test Requisition Form](#). Please indicate that the test is an add-on in the Comments section at the bottom of page 1 of the Requisition Form. It is also helpful if you include the PreventionGenetics ID number (from the upper left hand section of our test report) from the previous report.

Question: Do I have to send another specimen if I am adding on a test?

Answer: Usually not. PreventionGenetics retains unused DNA from previous tests. If a blood specimen was originally sent, we nearly always have sufficient DNA to perform additional tests. If a limited amount of purified DNA was originally sent, then a second specimen will often be required.

Billing

Question: What is your Tax Identification Number?

Answer: PreventionGenetics LLC Tax Identification Number is 83 0343803.

Question: Does PreventionGenetics accept insurance?

Answer: Prevention Genetics will bill insurance as a courtesy, but **patients are responsible for the balance of our fees not covered by insurance**. We do not participate with any insurance company plan at this time. We will be submitting claims as an “out of network” service provider. We do not accept (settle for) insurance payment rates as payment in full. We also do not contact the insurance company regarding prior authorizations, claim status and/or payment disputes. This is the member’s responsibility.

Question: What is necessary for PreventionGenetics to bill my insurance?

Answer: We will bill a patient’s insurance if provided with all of the following: (1) a written letter of preauthorization from the insurance, (2) a photocopy of the front and back of the insurance card and (3) a credit card number from the patient. **We will not start the testing until we have received all three items**, so please send this information along with the specimen.

Question: If my insurance has been verified and preauthorization obtained, why would I receive an invoice for charges (partial or total)?

Answer: Insurance companies routinely advise medical care providers that verification and **preauthorization or certification is not a guarantee of payment**. Insurance companies determine payment and what charges will be billed to the patient after a medical claim is filed.

Question: How can I find out how much my insurance will cover?

Answer: This depends upon your particular plan and whether your deductible has been met. Make sure the insurance company covers the [CPT codes](#) for your testing. Your doctor may need to provide a letter of medical necessity. In addition, your doctor needs to provide an ICD-9 code (diagnosis code). Be sure to explain to your insurance company that PreventionGenetics is “out-of-network”.

Question: Where are the specific CPT codes and prices for my test?

Answer: Each PreventionGenetics test has unique pricing for each CPT code. The specific prices and CPT codes may be found at the bottom of the Test Descriptions. Each PreventionGenetics test has a one or two page [Test Description](#), which is readily available from our web site.

Question: Does PreventionGenetics bill institutions?

Answer: Yes, PreventionGenetics prefers institutional billing. Please provide the full contact information on the billing section of our [Test Requisition Form](#).

Question: Does PreventionGenetics participate in any Medicare or Medicaid plans?

Answer: No, PreventionGenetics does not participate in any state Medicare or Medicaid plans.

Test Information

Question: Does PreventionGenetics provide detailed information for each test?

Answer: Yes, a detailed one or two page [Test Description](#) for each test is freely and easily available from our web site.

Question: Can we order testing for a specific mutation, or do we have to order the entire gene?

Answer: We offer single (Test #100, \$190), double (Test #200, \$340) or triple (Test #300, \$390) exon sequencing for any of the genes on our test menu. These tests are typically performed for relatives of the probands or for confirmation of test results from other labs. Please specify the mutation fully in the comments section at the bottom of page 1 of the [Test Requisition Form](#).

Question: Do you offer deletion/duplication testing?

Answer: Yes, PreventionGenetics offers a custom designed, high probe density, gene-centric [aCGH test](#) (our Test #600), which targets essentially all of the genes on our test menu.

Question: Do you offer cytogenetic whole-genome aCGH?

Answer: No, we only offer a targeted, gene-centric [aCGH test](#).

Certificates & Licenses

Question: Is PreventionGenetics CLIA accredited?

Answer: Yes, identification number 52D1027685, expires January 18, 2013. [Certificate](#) is posted

on our web site.

Question: Is PreventionGenetics CAP accredited?

Answer: Yes, LAP number 7185561, AU-ID 1407125, expires December 20, 2012. [Certificate](#) is posted on our web site.

Question: Do you have a New York state license?

Answer: No, PreventionGenetics does not currently hold a New York state license. We may apply for a NY license at a later date.

Question: Do you hold any other state licenses?

Answer: Yes, PreventionGenetics is currently licensed by the states of California and Maryland. [Certificates](#) are posted on our web site.