

GeneDx Healthcare Provider Portal

Quick Guide: How to Create an Account

You Will Need

- Your GeneDx organization's account number (account format example: AA111). Providing the account number during registration will accelerate the review and approval process. If you do not know the account number, please reach out to your GeneDx Sales Representative.
- Your NPI number (if applicable).
- Your license number(s) (if applicable).

Process

- 1) Go to genedx.com/registration.
- 2) Complete all fields on both pages and submit.
- 3) Go to your email inbox and look for an email from noreply@genedx.com with the subject line "Your verification code".
 - a. You should receive the verification code in less than 5 minutes. Note that the link/verification code provided in the email will expire within 24 hours.
- 4) Click on the link in the email or type the verification code into the Provider Portal to verify your email address and complete your account set up.
 - a. Once your email has been verified, you will see the following message displayed: "Please allow for approximately 48 hours for your access to be approved. Once approved, you will be able to access your orders and your patients."
- 5) If you registered as an ordering provider using your valid NPI number, you will be able to place an order and conduct a benefit investigation prior to account validation by using the GeneDx House account. To do this:
 - a. Search for a test (using the SEARCH field in the upper right of the website or by clicking on the TESTING tab).
 - b. Add one or more tests to your order by clicking on the ADD TO ORDER button on the top right of the test page.
 - c. Click on the text CURRENT ORDER at the top middle of the page.
 - d. Select NEW ORDER.
 - e. Select "GENEDX HOUSE ACCT" in the Account Name field.
 - f. Select yourself in the Ordering Provider field.
 - g. Proceed with all other fields. For details on how to place an order or conduct a benefit investigation, please see the Quick Guides available at genedx.com/portalinfo

MY CURRENT ORDER

TEST SEARCH

Please search for a test (you can try test code, name, disease, gene name)



ORDER DETAILS



Chromosomal Microarray

3 weeks



The order of tests can be changed by clicking or tapping the "+": hold and drag to your preferred order. To REFLEX a test, click (or touch) and drag the "+" to the right.

Account Details

Account Name*:

Name listed in drop down for temporary ordering !

Ordering Provider*:

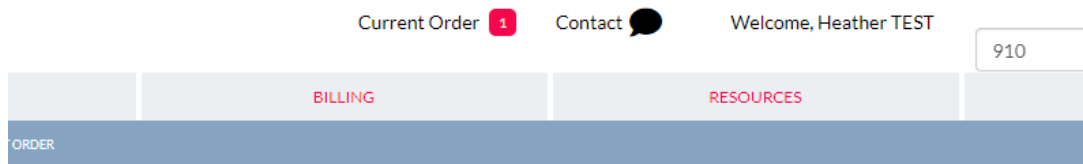
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Tips & Troubleshooting

- 1) If you cannot find the account verification email:
 - a. Look in your Spam/Junk folder
 - b. Ask your IT/Tech Support team to whitelist the email address noreply@genedx.com
 - c. For GeneDx assistance, please email our Customer Service team at zebras@genedx.com

- 2) If you cannot access your new GeneDx Healthcare Provider Portal account after verifying your email address:
 - a. Note that it takes up to 48 hours for your new account to be linked to your GeneDx account number, so try again later.
 - b. If you registered using your valid NPI number, you will be able to place an order and conduct a benefit investigation before your account is fully validated by using the GeneDx House account. To do this, please see step 5 above.

- 3) If you cannot place an order after verifying your email address:
- If you do not have an ordering provider NPI number or did not enter your valid NPI number during account registration, your portal account needs to be linked to the NPI of an authorized ordering provider before you are able to enter an order or conduct a benefit investigation. You can add a test to your order and select NEW ORDER; however, you will not find any Ordering Provider listed in the drop-down.
 - Account verification can take up to 48 hours. To facilitate the verification process, please contact your GeneDx Sales Representative or GeneDx Customer Service at zebras@genedx.com, 1-888-729-1206. Once your account has been verified, you will be sent an auto-generated email to the email address used for registration.





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Account Details

Account Name*:

No name listed in drop down

Ordering Provider*: