

# GeneDx Healthcare Provider Portal

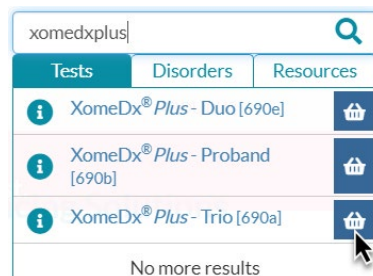
## Quick Guide: How to Create an Order

### You Will Need

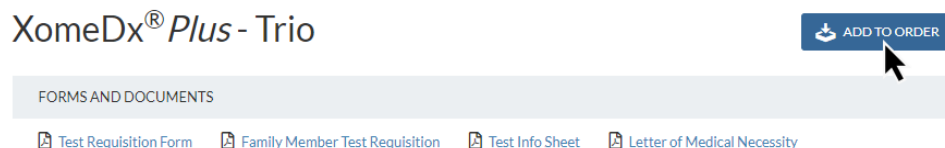
- Patient’s health insurance card information for insurance-bill orders
- Any and all ICD-10 diagnosis code(s) to the highest level of specificity for the patient
- Clinical records, previous testing results, genetic counseling summary, family pedigree, etc.

### Process

- 1) Sign into the GeneDx Portal at [genedx.com/signin](https://genedx.com/signin).
- 2) Add test(s) to your cart one of two ways:
  - a. Search for the test by test code or keyword(s) and click the basket icon to the right of the test name in the search results.

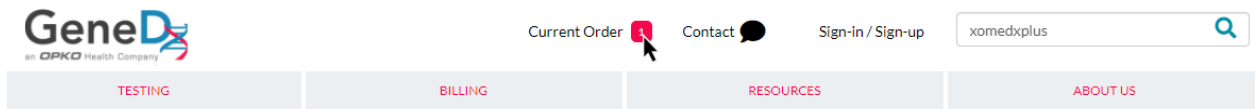


- b. Go to the test page and click the ADD TO ORDER button in the top right of the page.



- 3) Click on “Current Order” at the top of the page on desktop or by clicking the expand arrow on your tablet/mobile device.

Desktop:



Mobile device (step 1):

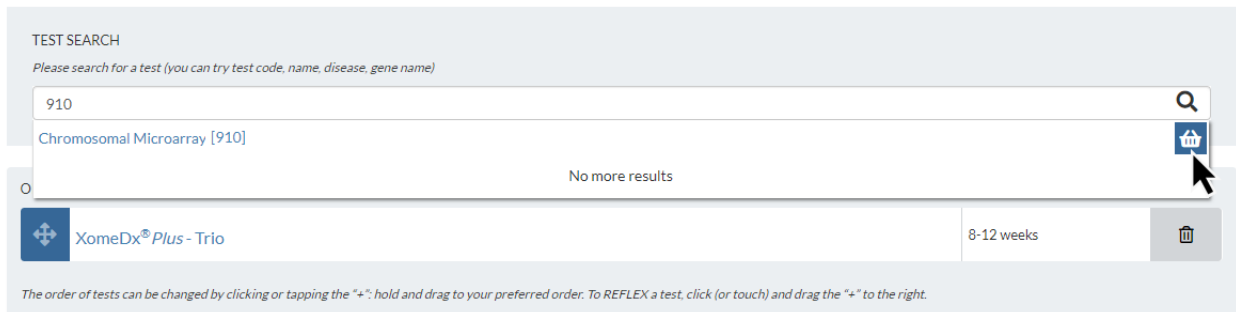


(step 2):



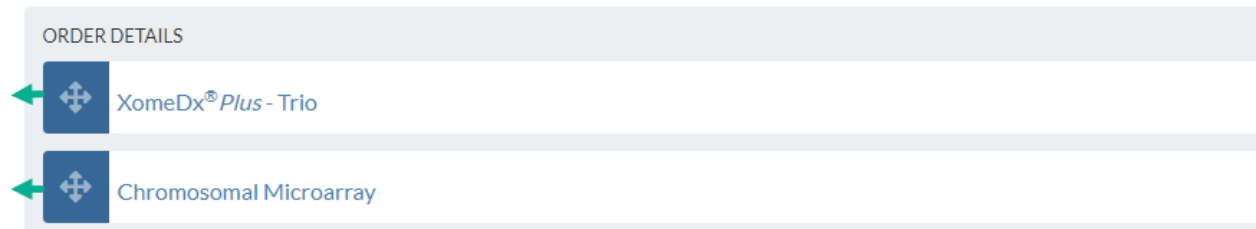
- 4) If needed, add additional tests to your order for concurrent or reflex testing by typing the test code or keyword(s) and click the basket icon to the right of the test name in the search results.


## MY CURRENT ORDER

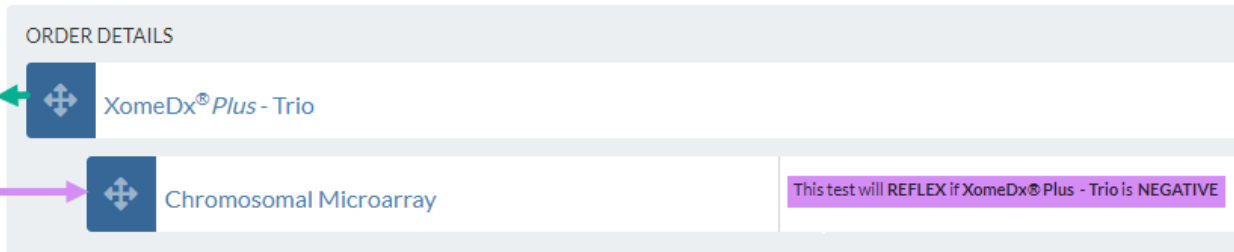


## Ordering Concurrent vs. Reflexive Tests

Tests that are listed as left-aligned in the ORDER DETAILS section will be run concurrently:



Tests that are indented will be run in a reflexive manner, only beginning after the previous test has completed with a negative result. To order a test to run reflexively, click on the  symbol, then hold and drag the test to the right.



- 5) Once you have the test(s) you would like to order listed in the ORDER DETAILS section, select a NEW ORDER or an ADD-ON ORDER.
  - a. Choose NEW ORDER when the patient will be submitting a sample to GeneDx for testing.
  - b. Choose ADD-ON ORDER to order an additional test on a patient sample that has already been tested by GeneDx.



- 6) Complete the order form, making sure to upload clinical records, previous testing results, genetic counseling summary, family pedigree, etc. in the Document Upload section when available.

### Document Upload

  
Individual files must not exceed 20MB  
Accepted file types include PDF, Excel, Word, .jpg, .png,  
.gif and .tiff files.

*\* Please upload any relevant clinical information/clinical notes. Please note that Whole Exome Sequencing (WES) tests will not start unless we have received clinical notes/information.*

BROWSE DOCUMENTS

- 7) A benefit investigation may be conducted if commercial insurance is selected as the payment type. For details on how to conduct a benefit investigation, please see the “GeneDx Healthcare Provider Benefit Investigation Quick Guide” at [genedx.com/portalinfo](https://genedx.com/portalinfo).