The impacts of insurance and billing considerations on the practice and attitudes of genetic counselors

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Genesurance counseling has been identified as an integral part of many genetic counseling sessions, but little is known about the workflow impacts and genetic counselor perceptions of genesurance-related tasks. In this study, we aimed to characterize how insurance and billing considerations for genetic testing are being incorporated into genetic counselors’ practice; as well as describe current attitudes and challenges associated with their integration. An electronic survey was sent by email to members of the National Society of Genetic Counselors (NSGC). A total of 325 genetic counselors that provided direct patient care were included in data analysis. Results showed that the frequency and timing of various insurance and billing related tasks were not consistent among genetic counselors, even those practicing in similar settings. Inadequate training to complete tasks was reported by 64% of respondents, and 48% reported a lack of resources. Additionally, only 38% of respondents agreed that insurance and billing related tasks were within the scope of the genetic counseling practice, and there was little consensus on who genetic counselors believe is the most appropriate person to complete these tasks. When asked how genesurance considerations affected job satisfaction, 85% of respondents reported a negative impact. This study identifies an inconsistent genesurance workflow among genetic counselors, a lack of consensus on who should be responsible for genesurance tasks, and several challenges associated with completing these tasks.

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