

Concert Reimbursement Policy

Frequently Asked Questions

Background

Q: Who is Concert?

Concert is a healthcare technology company enabling cost-effective access to diagnostics and therapeutics by harmonizing evidence, care, and payment. Concert (formerly NextGxDx) was founded in 2010 to bring transparency, efficiency, and value to the complex genetic testing market. Since then, the company has grown to offer the definitive payment accuracy platform for precision health services, including genetic testing, infectious disease, and other diagnostics.

Concert combines proprietary data on the U.S. clinical laboratory testing market, market-leading clinical/coding expertise, and advanced technology to support test ordering, result coding, coverage, claim editing, and payment integrity.

Q: What is the role of Concert?

Concert has been engaged by Select Health to provide data and technology to support the organization's relationship with genetic testing laboratories that provide testing services to plan members. This work involves improving the clarity of linkages between the specific tests offered by laboratories and their associated billing codes.

Reimbursement Policy

Q: What services will be impacted by the Reimbursement Policy for Genetic/Molecular Test Coding policy?

The Reimbursement policy applies to codes billed from the following sections in the CPT/HCPCS Manual:

- Molecular Pathology
- Genomic Sequencing Procedures and Other Molecular Multianalyte Assays
- Multianalyte Assays with Algorithmic Analyses
- Proprietary Laboratory Analyses (PLA) Codes

Q: Are labs that send tests to another performing lab expected to register with Concert?

Only the performing laboratory should register with Concert. However, if the referring lab is billing for send out tests, the referring lab is expected to bill according to Concert coding recommendations. In order to view the Concert coding recommendation, any lab can create an account at [app.concertgenetics.com](https://www.concertgenetics.com). **Only labs concerned with genetic testing need to register at this point.**

Q: What is the effective date of the policy?

The effective date of the policy is **11/1/25**. After this date, Select Health will require that all providers billing for genetic and molecular testing services bill according to the coding recommendation in the Concert portal.

Q: How and when do labs register with Concert Genetics?

Labs are asked to visit the Concert website: <https://www.concert.co/join-select/> and submit a registration request. Within two business days, labs will receive a welcome packet via email from Concert with an invitation to the Concert Platform, where labs can review and validate the accuracy of their test catalog data and complete the quality questionnaire.

Q: What should a lab do if their test menu has not been added to the Concert test catalog?

During onboarding, Concert will work with new laboratories to gather the necessary information to calculate coding recommendations.

Q: How do labs correct discrepancies in the Concert test catalog?

Labs will use the "Report as Inaccurate" feature to report specific test corrections. For more general inquiries, Labs can connect with a Concert representative via the available support tools.

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Concert Reimbursement Policy, Continued

Q: What is the purpose of the quality profile?

The goal of quality metrics is to build and maintain confidence in genetic testing and personalized medicine. Concert's quality metrics questionnaire leverages industry-standard quality programs, but has been customized to reflect the unique characteristics of genetic testing while being minimally burdensome on laboratories.

Coding

Q: How are the coding recommendations determined?

Concert developed the Concert Coding Engine, a method to translate a genetic test into a single code or code combination. The Concert Coding Engine standardizes the coding process for genetic testing, allowing stakeholders to arrive at a single way to code each test on the market. This engine operates according to concise guiding principles, relies on finite data elements, and generates repeatable output.

Q: What are the coding challenges for genetic testing reimbursement?

The complexity and rapid expansion of clinical genetic tests on the market can pose unique challenges to stakeholders across the system. It is often difficult to determine what a test claim represents, and payers often experience variability in pricing and reimbursement.

Q: What are the benefits of using a coding engine?

Multi-code claims are prevalent across the genetic testing market, with some claims containing dozens of codes. In addition, code combinations vary widely, which leads to variable reimbursement. Using a data driven coding solution facilitates predictable reimbursement, reduces administrative costs, contributes to the advancement of precision medicine and improved health outcomes.

Q: What is Concert's process for updating recommended codes for tests whose codes have changed?

Changes in the content of a genetic test will cause the recommended codes to update as soon as they are updated in the Concert database. For example, if the inclusion of a gene qualifies a test for a panel code, the recommended codes will update to reflect the panel code as soon as it is updated in Concert's database. Updates due to changes in the CPT code set will be incorporated as the updated codes become effective according to the AMA.

Training and Support

Q: Will training and customer support be offered to labs affected by the policy?

Concert will provide training materials and other documentation to assist labs with registration. In addition, Concert will provide online, email, and phone support during and after registration.

Q: Who should labs contact for questions about registration?

Labs can contact Concert customer support by email at help@concert.co or by phone at **(615) 861-2634** or toll free **(855) 435-7643**.

Q: Are hospital labs exempt from the registration requirement?

Hospital labs billing directly for send-out genetic testing should bill in accordance with Concert's coding recommendation for the performing laboratory. For in-house testing, please register with Concert in order to determine the coding recommendations.