

Frequently Asked Questions about Genomic Life's program

What does Genomic Life do?

Genomic Life bridges the gap between what's available in healthcare today and what's truly personalized. From DNA screenings to 1-on-1 support and navigation, we've helped more than 170,000 members find a path forward that's tailored to their individual needs.

Why should I participate in the Genomic Life program?

About 1 in 5 people have a higher-than-average risk for cancer, heart disease, or another medically actionable condition due to their DNA. If so, there are steps that you and your doctor can take to lower your risk. But it's only possible if you know your genetic risk in advance.

In addition to DNA screening to see if you're at higher-than-average risk, your Genomic Life membership also includes 1-on-1 support if you have questions about your screening results or next steps.

And if you ever get a big diagnosis that's related to genetics—like cancer or an inherited heart condition—our team of experts jump into action. They can help you find local specialists, understand your options, and help determine if additional DNA testing could help identify the best treatments. They can also answer your questions and help overcome any barriers you hit during treatment and into survivorship.

How does it work?

The Genomic Life benefit is simple—and meaningful. It all starts when you create your Portal account, unlocking resources and information:

- 1. Enroll via your employer benefits**
Sign up for the Genomic Life benefit during your company's open enrollment period.
- 2. Set up your Portal account**
When your new benefits go live (often, but not always, on January 1), we'll send you an email with your personal access code. Use that code [set up your Portal account](#). Can't find your email? No worries. Just [reach out](#).
- 3. Answer a few questions & get suggested next steps**
Once you're logged in, answer a few health and family history questions. Based on your answers, we'll share suggested next steps—including DNA screening(s).
- 4. DNA screenings**
Review the DNA screenings we suggest and request the ones you'd like.

Once a telehealth physician confirms your test and places the order, you'll receive a DNA collection kit in the mail. No blood draw is necessary. Simply collect your saliva or cheek swab sample from home following the included instructions, and mail it to the lab using the enclosed label. In just a few weeks, you'll receive your results.

5. **Personalized health guidance**

If your DNA screening results are positive, one of our knowledgeable experts will reach out to help you plan your next steps and answer your questions. We can also arrange for you to speak with a genetic counselor (for Genetic Health Screen or Carrier Screening results) or a pharmacist (for pharmacogenomic results) to dive even deeper into what your results mean for you.

6. **Never face a big diagnosis alone**

If you ever get a big diagnosis that's related to genetics—like any type of cancer or an inherited heart condition—our team of experts jump into action. They can help you find local specialists, understand your options, and help determine if additional DNA testing could help identify the best treatments. They can also answer your questions and help overcome any barriers you hit during treatment and into survivorship.

Are there additional costs and fees I should know about?

Your membership includes your DNA screening, expert navigation guidance, and genetic counseling appointments—without any hidden charges. Our navigators will assist you in utilizing these services to support your health journey without incurring any extra costs.

What DNA screenings can members request?

You have the chance to request tests that interest you, and an independent telehealth physician will review them to ensure they align with your health goals and are medically appropriate.

- **Genetic Health Screen:** Identify risks for certain types of cancer, heart conditions, and many additional genetic conditions.
- **Pharmacogenomic Test:** Informs how you might respond to medications so that treatment can be tailored to work better for you and reduce the chance of side effects.
- **Carrier Screening:** Supports family planning by identifying potential risks of having a child affected by a genetic disease.

In addition, starting in early 2027, if your Genetic Health Screen shows you're at higher-than-average cancer risk, you can also request a new blood-based test called Multi-Cancer Early Detection. This test looks for signs of more than 50 types of cancer—many of which have no other screening tests available today.*

What do I do if my DNA screening finds something?

If your DNA screenings come back positive, our team of expert navigators will reach out to answer any questions and help you plan your next steps. That includes

- **Knowledgeable experts:** Connect with experts who can help you understand your results and health, allowing you to make informed decisions.
- **Health actions:** Receive guidance about steps you and your care team can choose to support your health.
- **Ongoing support:** Benefit from expert support to inform your health journey while addressing barriers to care and emotional distress.

How does this program help if I have (or get) cancer—or if I’m a cancer survivor?

Genomic Life provides expert 1-on-1 support for cancer care, working alongside a member’s doctors to provide access to genetics-driven and guideline-recommended care. We work compassionately with cancer patients, survivors, and caregivers from initial diagnosis, through treatment decisions, survivorship, and beyond.

- **Cancer patient support:** Navigation and testing to reduce barriers and distress while supporting better diagnosis and treatment through genetics-optimized care.
- **Cancer survivor support:** Help cancer survivors adjust to life after cancer, address challenges related to fear of recurrence and manage the long-term effects of treatment.
- **Caregiver support:** Navigate the complexities of healthcare, access resources, and address the practical challenges of caring for someone with cancer.

Will my genetic test results be shared with anyone?

At Genomic Life, we prioritize the security and privacy of your data. We will never sell or trade your information, and we will always operate with your consent. Your personal data is handled with strict safeguards, and we only use it as necessary to provide our services, in line with our [privacy policy](#).

Does Genomic Life have access to my DNA or genetic data?

Genomic Life is a healthcare navigation company, not a clinical laboratory. We partner with gold standard, US-based genetic testing labs and telehealth physician networks to provide access to quality genetic testing. With member consent, we only receive a summary of test results in order to offer navigation services. Genomic Life does not access or receive DNA, raw genetic data or processed data files.

Is Genomic Life a laboratory or a health insurance company?

Genomic Life is not a laboratory or a health insurance company. We also do not diagnose or treat disease. Instead, we are a DNA-focused healthcare navigation company. We specialize in partnering with the best resources in genomic medicine, including a variety of genetic testing laboratories, precision medicine partners, and genetics experts—as well as your own local doctors—to help you navigate the healthcare system. We help you access DNA screenings and then help your doctors incorporate the results into your care.

What should I do if I have more questions?

We're here to help! Simply email navigation@genomiclife.com or call us at (844) 694-3666.

*Access to blood-based multi-cancer early detection screening will be included in the Genomic Life membership for eligible members. At-home colon cancer screening is offered with Genomic Life navigation support; unlike DNA tests included in the membership, it will be billed to the member's primary insurance as it is generally covered by existing benefits.