

1. **How do I order a Custom Gene Panel?** Custom Gene Panel ordering is available using the [Custom Gene Ordering Tool](#) (also known as the Gene Selection Web Application) available on the Mayo Clinic Laboratories website.
2. **How do I use the Custom Gene Ordering Tool (CGOT)?** The CGOT provides information to help guide providers through the process of creating a custom gene list. The [Custom Gene Ordering Tutorial](#) is also available.
3. **How is this testing priced?** Pricing is a tiered system based on the number of genes ordered. The price for DNA extraction, analysis and interpretation is built into the gene tier. Once the gene list is created, the CPT codes will be assigned and listed in the CGOT, Step 5. They will also be listed in the confirmation email the client will receive. For more information see [Custom Gene Panel Ordering pricing information](#).
4. **How is this testing reported?** The report will be generated in the context of the starting panel and interpreted based on the genes selected.
5. **Can genes from different disease states be combined?** Genes must be selected within the disease state group (eg, Epilepsy) and cannot be combined with genes from another disease state group (eg, Neurologic Disorders).
6. **Can additional genes be unmasked on the same patient specimen under the same disease state?** At this time, if additional genes are desired after the initial order, a new order will need to be placed for the additional genes selected. Each order is priced independently.
7. **What is the minimum number of genes that can be ordered?** The minimum number of genes that can be ordered is one gene. For familial (known) mutation testing, contact the on-call Molecular Genetic Counselor at 800-533-1710 with any questions.
8. **Is it possible to order only sequencing or deletion/duplication (del/dup)?** All genes will be sequenced and, when del/dup is indicated for that gene in Step 3 of the GSA, both sequencing and del/dup will be performed for that gene. Opting out of one method versus the other is not available.
9. **What happens if the custom Gene List ID is lost before the order is placed?** Since the CGOT does not require a log in, a new gene list will need to be generated if the custom Gene List ID is lost. However, once a Gene List is finalized, a confirmation email is sent which includes ordering instructions, the list of genes selected, CPT code summary and the Gene List ID.
10. **Is it possible to copy a panel to order again?** The option to copy a previous Gene List is available on the Start tab of the CGOT. Select Find an Existing List to enter a previously ordered Gene List ID.
11. **At what point in the process can a change be made to the order?** Changes may be made until the specimen reaches the laboratory. At that point, an order cannot be changed.
12. **Is it possible to review a previously ordered custom gene list via the CGOT?** To review a gene list and current CPT codes, click on Find Existing List in the Start tab of the CGOT and enter your Gene List ID.
13. **What is the purpose of the barcode that is next to the Gene List ID generated in Step 5?** The barcode represents the custom gene list ID. If ordering electronically, the barcode can be scanned for ease of ordering.
14. **Is the gene list ID patient or order specific?** While a custom gene panel may be originally created for a specific patient, the Gene List ID can be used as many times as desired as it is neither patient nor order specific.
15. **Where are the CPT codes listed for the custom gene list created?** A CPT code summary will be listed at the bottom of the selected genes in the finalized gene list in Step 5 of the CGOT.