

### Dear Participating Member,

We are pleased to provide Quest Diagnostics Lab Card® Select Program with your health benefit plan. The Lab Card Select Program offers you and your eligible dependents discounted outpatient laboratory testing\* when your testing is sent under the Lab Card Select Program to a participating Quest Diagnostics laboratory. To use this voluntary program, the testing must also be ordered by your physician, covered and approved by your health benefit plan.

### Using the Lab Card Select Program is Simple

You must show your healthcare ID card with the Lab Card Select logo at your physician's office or a contracted collection site and verbally ask to use the Lab Card Select Program. There are two ways to use the Lab Card Select Program:

## How to Use Lab Card Select

1

At a physician's office or Quest Lab Card Select collection site, show your healthcare card with the Lab Card Select logo and ask to use the Lab Card Select Program. Lab Card Select is optional, if you do not use the Lab Card Select Program, your standard benefits for outpatient laboratory testing will apply.

3

If your physician does not collect specimens in his/her office, you may find an approved collection site at [www.LabCardSelect.com](http://www.LabCardSelect.com) or by calling 1-800-750-1253. Collection site information, including locations, site hours and any special instructions are updated daily, so please visit the website or call 1-800-750-1253 before any visit.

2

If your physician is able to collect specimens in his/her office, they can continue to collect specimens for the Lab Card Select Program. After the collection is complete, your physician must clearly mark Lab Card Select on the paperwork and call 1-800-750-1253 to request a Lab Card Select pick up.

4

Lab Card Select makes it easy for you and your health plan to save money.

**You Save!**

Quest Diagnostics Lab Card Select Program applies to diagnostic outpatient laboratory testing, which includes blood testing, urine testing, cytology and pathology, and cultures. The Lab Card Select Program does not apply to lab work ordered during inpatient hospitalization; lab work needed on an emergency (STAT) basis, and time-sensitive, specialized outpatient laboratory testing such as fertility testing, bone marrow studies and spinal fluid tests; nonlaboratory work such as mammography, x-ray, imaging and dental work; lab work performed by another lab; and testing that is not approved and/or covered by your health benefit plan.

Quest Diagnostics Lab Card Select Program helps control healthcare costs and provides members with an opportunity to save on covered outpatient laboratory testing. If you have any questions, please call Lab Card Select Client Services at 1-800-750-1253.

\*Provider collection and handling fees may apply, and are subject to health benefit plan provisions.

For More Information Call **1-800-750-1253** or visit [www.LabCardSelect.com](http://www.LabCardSelect.com)

**Common Question About the Program on Back**

# Common Questions

## About the Program

### Q. What is Lab Card Select?

**A.** Lab Card Select is a voluntary program that allows you to obtain high-quality, discounted outpatient laboratory testing.\* To obtain the discounted services your physician or phlebotomist must indicate that you have the Lab Card Select Program on the paperwork that accompanies your specimens to a participating Quest Diagnostics laboratory.

### Q. Does Lab Card Select replace current healthcare benefits?

**A.** No. It simply provides you the option to receive discounted outpatient laboratory testing when you present your ID card with the Lab Card Select logo and ask for the Lab Card Select Program. However, if you choose not to use the Lab Card Select Program, your standard benefits for outpatient laboratory testing will apply.

### Q. What tests are processed under Lab Card Select?

**A.** The program covers diagnostic outpatient laboratory testing provided the tests have been ordered by your physician and you have requested to use your Lab Card Select Program. Outpatient lab work includes:

- ▶ Blood testing (e.g., cholesterol, CBC).
- ▶ Urine testing (e.g., urinalysis).
- ▶ Cytology and pathology (e.g., pap smears, biopsies).
- ▶ Cultures (e.g., throat culture).

### Q. What tests are NOT processed under Lab Card Select?

**A.** Lab Card Select does not cover all lab work, including:

- ▶ Lab work ordered during hospitalization.
- ▶ Lab work needed on an emergency (STAT) basis and time-sensitive, esoteric outpatient laboratory testing such as fertility testing, bone marrow studies and spinal fluid tests.

- ▶ Nonlaboratory work such as mammography, x-ray, imaging and dental work.
- ▶ Lab work performed by another laboratory or non participating Quest Diagnostics laboratory.

### Q. Is there a charge for specimen collection?

**A.** Yes. When your specimen is collected at the physician's office, your health plan may be billed by the physician for collection services. When your collection is at an approved Lab Card Select collection site, Quest Diagnostics will be responsible for billing your health plan. However, you may be responsible for coinsurance, copay and/or deductible.

### Q. What if my physician doesn't collect specimens?

**A.** Most of the time, the physician or physician office staff collects your specimen(s) and calls Lab Card Select Client Services for pick up. If the physician is unable to collect the specimens, check the website at [www.LabCardSelect.com](http://www.LabCardSelect.com) or call 1-800-750-1253 to see if there is an approved collection site in your area. Please verify hours of collection for the Lab Card Select Program and collection site capabilities, specifically glucose tolerance testing and pediatric draws.

If a collection site that meets your needs is available, you can take a completed test order from your physician or a Quest Diagnostics requisition outlining the tests to be performed to the collection site. Show your ID card with the Lab Card Select logo to the office staff and verbally ask your Lab Card Select Program. Your physician or phlebotomist must indicate that you have the Lab Card Select Program on the paperwork that accompanies your specimens. Specimens will be collected by a trained medical professional and sent to the laboratory for testing. Results will be sent to your physician, generally the next day. If you do not use your Lab Card Select Program, you will continue to receive lab

services as you always have — and your standard benefits for outpatient laboratory testing will apply.

### Q. What if a physician who does not collect specimens for the Lab Card Select Program, wants to perform the testing in his or her own office, or have the specimens sent to a laboratory of his/her choice?

**A.** You may continue to have lab work performed at another laboratory without using the Lab Card Select Program; however, your standard benefits for outpatient laboratory services will apply.

### Q. What if the physician or the office staff has not heard of Lab Card Select?

**A.** Ask them to call Lab Card Select Client Services at 1-800-750-1253 to speak with a client service representative who will explain the Lab Card Select Program and fax a packet of information for their immediate use. You can also call the Lab Card Select Client Services number or visit the website, [www.LabCardSelect.com](http://www.LabCardSelect.com), to ask that they contact your physician in advance of your next visit.

### Q. Can testing under the Lab Card Select Program be sent to any Quest Diagnostics laboratory?

**A.** Yes. To ensure you receive the benefit of the Lab Card Select Program, you must show your healthcare card with the Lab Card Select logo and ask to use the Lab Card Select Program. Your physician should clearly mark Lab Card Select on your laboratory orders or Quest Diagnostics requisition and call 1-800-750-1253 for a Lab Card Select pick up. Specimens will be sent to a Quest Diagnostics laboratory and results will be sent back to your physician, typically the next day.

\*Provider collection and handling fees may apply, and are subject to health benefit plan provisions. You may be responsible for coinsurance, copay and/or deductible.

If you have additional questions about **Lab Card Select**, call **1-800-750-1253**

Lab Card Select A Service of Quest Diagnostics • [www.LabCardSelect.com](http://www.LabCardSelect.com)