

# Request Lab Card Select Today!

Quest Diagnostics Lab Card Select is part of 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.

## How the Program Works

- 1 At a physician's office or a Lab Card Select collection site, show your healthcare card with the Lab Card Select logo and/or your separate Lab Card Select card and verbally request 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.
- 2 If your physician collects specimens in-office, they can 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.
- 3 If your physician does not collect specimens in-office, you may find an approved collection site at LabCardSelect.com or by calling 1-800-750-1253. Collection site information, including locations, site hours and any special instructions are updated daily, so we recommend visiting the website or calling before a visit.
- 4 **YOU SAVE!**  
By reducing total laboratory costs by 30% - 60%!

***\*This information is a general overview of the Quest Lab Card Benefit. For additional benefits and limitations regarding the Quest Lab Card Benefit, please refer to the Plan Description\****

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

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/or Lab Card Select card and verbally request 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.

## If you have any questions about the program, please call Lab Card Select at 1-800-750-1253.

\*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.



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Questions  
and Answers

For Lab Card Select Members



## What is Lab Card Select?

Lab Card Select is a voluntary program that allows you to obtain high-quality, discounted outpatient laboratory testing\*. This product will help you save money, become a more intuitive healthcare consumer and conserve your healthcare dollars. 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.

## Does Lab Card Select replace current healthcare benefits?

No. It simply provides you the option to receive discounted outpatient laboratory testing when you present your Lab Card Select card 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.

## What tests are processed under Lab Card Select?

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).

## What tests are not processed under Lab Card Select?

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 a non-participating Quest Diagnostics laboratory.

## Is there a charge for specimen collection?

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 a deductible.

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

Most of the time, the physician or physician office staff collects your specimen(s) and calls Lab Card Select for pickup. If the physician is unable to collect the specimens, check the website at [LabCardSelect.com](http://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 or a Quest Diagnostics requisition from your physician outlining the tests to be performed to the collection site. Show your Lab Card Select card to the office staff and verbally request 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.

## What if a physician wants to perform the testing in-office, or send specimens to a laboratory of his/her choice?

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.

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

Ask them to call Lab Card Select 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 number or visit [LabCardSelect.com](http://LabCardSelect.com), to ask that they contact your physician in advance of your next visit.

