

Details on Obtaining Pricing Information

In recent weeks, there have been questions about the process for how you can obtain pricing information by calling into Quest Diagnostics Lab Card Select client services, prior to having labs drawn and tested. By receiving pricing information prior to having services rendered, you can help to control your costs and become a more active medical consumer.

Below, you will find the process outlined for how to obtain this important information in a step-by-step process:

1. If possible, when you are at your doctor's office having labs ordered, please obtain Test Name and CPT Code information on the script.
2. Call Lab Card Select Client Services at 1-800-750-1253 – choose option 81.
3. Talk with the representative providing your Name and Medical ID Number, and let them know that you wish to obtain test pricing.
4. Provide the representative with your testing information (Test Name, CPT Code, as much information as you can that is indicated on the script). The more information you have will ensure a quicker turn-around-time in receiving the requested pricing.
5. Within the next 24-48 hours*, you will be contacted back by phone with pricing information listed out by test.
6. When using your Lab Card Select benefit, please be sure to let your healthcare professional drawing your specimen know that you need your specimen sent to Quest Diagnostics and show them your card.

*Due to the time it takes to research test codes, look up pricing information, and contact patient, this turn-around-time is given as a reference. Typical turn-around is well within 24 hours.

Should you have any questions, please reach out to your plan administrator or Quest Diagnostics Lab Card Select Client Services.

Thank you very much!