



**Lab Card  
Select**

A Service of Quest Diagnostics

10101 Renner Blvd.  
Lenexa, KS 66219

John Q. Sample  
Summit Marketing  
8515 Bluejacket  
Lenexa, KS 66214

# Welcome

**...to The Lab Card Select Program!**  
Lab Card Select is part of your health benefit plan. When you direct your testing under the Lab Card Select Program to a participating Quest Diagnostics laboratory — you receive discounted outpatient laboratory testing. It's up to you to request the Lab Card Select Program.

**For More Information**

**Call 1-800-750-1253**


**or Visit**

**[www.LabCardSelect.com](http://www.LabCardSelect.com)**

## How to Use Lab Card Select

- 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 testing will apply.
- 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.
- 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.
- 4 You Save!**

**PLEASE REMOVE YOUR CARDS.**



**COMPANY LOGO**


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**John Q. Sample**

Group ID 999	Member ID 999
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**IMPORTANT PHYSICIAN INFORMATION ON BACK**  
1-800-750-1253

XXXX



**COMPANY LOGO**

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**John Q. Sample**

Group ID 999	Member ID 999
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**IMPORTANT PHYSICIAN INFORMATION ON BACK**  
1-800-750-1253

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**Common Questions About the Program on Back**

# Common Questions About the Lab Card Select 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 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.

## 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 a 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 pickup. 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 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.

**Q. What if a physician 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.** No. 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 and call 1-800-750-1253 for a Lab Card Select pick up. Specimens will be sent to a participating Quest Diagnostics laboratory and results will be sent back to your physician, typically the next day. If this process is not followed, your specimen might be processed at a non-participating Quest Diagnostics laboratory, and your standard benefits for outpatient laboratory testing will apply.

*\*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.*



**Lab Card  
Select**

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1-800-750-1253

[www.LabCardSelect.com](http://www.LabCardSelect.com)

### Important Physician Information

- Collect your patient's specimens in your office (you may be reimbursed for the collection service by submitting a claim with your office charge to the card holder's insurance provider).
- Call Lab Card Select at **1-800-750-1253** for:
  - a faxed copy of the necessary paperwork for your immediate use
  - personalized test order pads or requisitions
  - courier service
  - patient results
- If it is not your practice to collect patient specimens, have your patient call **1-800-750-1253** or visit [www.LabCardSelect.com](http://www.LabCardSelect.com) to find a collection site.

### Important Physician Information

- Collect your patient's specimens in your office (you may be reimbursed for the collection service by submitting a claim with your office charge to the card holder's insurance provider).
- Call Lab Card Select at **1-800-750-1253** for:
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- If it is not your practice to collect patient specimens, have your patient call **1-800-750-1253** or visit [www.LabCardSelect.com](http://www.LabCardSelect.com) to find a collection site.

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



**Lab Card<sup>®</sup>  
Select**

A Service of Quest Diagnostics

Dear Participating Member,

We are pleased to provide the Lab Card<sup>®</sup> 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 Lab Card Select card or your healthcare card with the Lab Card Select logo at your physician's office or a contracted collection site and *verbally* request to use the Lab Card Select Program. There are two ways to use the Lab Card Select Program:

#### **Collection at Your Physician's Office**

- Your physician can collect your specimens in the office and call 1-800-750-1253 for a pickup. (Please note, if your doctor charges a specimen collection fee, this fee will be applied to your benefits based on plan provisions and you may be responsible for payment of this fee.)
- A courier will pick up the specimens at the physician's office and send them to a participating Quest Diagnostics laboratory for testing. Results will be sent to your physician, typically the next day. If specimens are sent to a laboratory other than Quest Diagnostics, your standard benefits for outpatient laboratory testing will apply and you will be responsible for deductibles, coinsurance and copays.

#### **Collection at a Lab Card Select Collection Site**

- If your physician is unable to collect your specimens, he or she can write a test order for you to take to a Lab Card Select collection site.
- To locate an approved collection site in your area, you can call Lab Card Select Client Services at 1-800-750-1253 or visit [www.LabCardSelect.com](http://www.LabCardSelect.com). Be sure to call or check the website prior to any visit as collection site information, including locations, hours of collection, capabilities, and special instructions, is updated daily.
- Your specimens will be sent to a participating Quest Diagnostics laboratory and results will be sent to your physician, typically the next day.

The 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.

The 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.

**You can help your physician's office identify you as a Lab Card Select participant by giving the enclosed stickers to them to apply to your patient chart.**

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

## Lab Card<sup>®</sup> Select, Service of Quest Diagnostics

The next time you or your dependents have a doctor's appointment, take these stickers and ask the office staff to affix the stickers to your medical files. This will help your doctor's office remember to call **1-800-750-1253** for specimen pickup so that you can take advantage of discounted outpatient laboratory testing.\*

Your doctor may also affix these stickers to your requisition and can order more by calling **1-800-750-1253**.

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

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