

# Lab Card Select

www.LabCardSelect.com  
1-800-750-1253

## 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 testing. It's up to you to request to use the Lab Card Select Program.


## 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 regular benefits 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 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 800-750-1253. Site information, including locations, site hours and any special instructions are updated daily, so please visit the website or call 800-750-1253 before any visit.

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<b>Lab Card Select</b>	 Health Plan Administrators Independence Holding Group
Employee Name _____	
Social Security Number _____	
800-750-1253	<b>Important Physician Information on Back</b>

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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 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 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.*

### 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 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 **800-750-1253** or visit [www.LabCardSelect.com](http://www.LabCardSelect.com) to find a collection site.

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