



Lab Card[®]
1-800-646-7788
www.LabCard.com

The Lab Card Program, offered by Quest Diagnostics, is a value added, benefit enhancement to your current Health Plan. When you choose to use the Lab Card to obtain outpatient lab work covered by your medical plan, there is NO cost to you as the testing will be covered at 100% through your Third Party Administrator. There are NO co-pays, NO deductibles and NO coinsurance. This is an optional benefit designed to save you money on outpatient laboratory needs.

Using the Lab Card program is as easy as 1-2-3...

1 – When your physician orders laboratory work for you, show your Lab Card or Healthcare ID card with the Lab Card logo on it and **verbally request** to use the Lab Card Program. Your physician will then collect your specimen and send to Quest Diagnostics under the Lab Card benefit.

2 – Any physician can collect specimens and call Quest Diagnostics Lab Card Client Services at (800) 646-7788 for courier pick-up and supplies. In the event your physician does not participate with the Lab Card Program, simply take your test orders to an approved Lab Card collection site for the draw. Collection site locations can be found by calling Lab Card Client Services or by going to the website at www.labcard.com.

3 – Your specimens will be processed through the Lab Card program at an approved Quest Diagnostics facility and results sent back to your physician (usually within 24 - 48 hours).

For the most current listing of collection sites available, please go to the website at www.labcard.com. The website also provides you with other information and capabilities:

- Ability to print a temporary Lab Card / order a replacement Lab Card
- Instructions on how to use the Lab Card
- Printable Q&A for physicians
- “Contact my physician” feature to provide information on the Lab Card Program

To receive the benefits of the Lab Card program, you **must present** your Lab Card and **request** the Lab Card program at the time of service. The physician’s office and collection sites will need a copy of your Lab Card or Healthcare ID card with the Lab Card logo on it each time you go for services.

The Lab Card covers routine outpatient testing. The Lab Card does **NOT** cover:

- Testing ordered during hospitalization
- Lab work needed on an emergency or (STAT) basis
- Testing done at another laboratory
- Time sensitive esoteric testing such as fertility testing, bone marrow studies and spinal fluid tests

Remember – the Lab Card program is completely voluntary and provides you with 100% coverage for all your covered outpatient laboratory testing services.

If you and/or your physician elect to use another lab – including the lab in your physician’s office, your normal benefits will apply and you will not receive 100% coverage.