



September 2016

Dear Penn State Medical Plan Subscriber,

If you need medical laboratory testing, do you know that there is a lower-cost way to complete those tests?

Effective immediately Penn State is partnering with Quest Diagnostics to provide a voluntary program that will help medical plan participants and their covered dependents save money when they choose to have non-urgent laboratory testing such as blood and urine testing, cytology, pathology and cultures completed at a Quest Diagnostics facility.

As noted in *Penn State Today*, the University has been exploring options to provide high quality laboratory testing to our employees at a reduced cost to both the University and the employees. After a thorough search, Penn State has chosen Quest Diagnostics to be the preferred laboratory provider for the University based on their quality, service and lower cost.

Enclosed is a laboratory card to be shared with your medical provider along with your insurance card to communicate your preference for using Quest Diagnostics. It should also be shared if you are at a Quest Diagnostics site. You may already be using a Quest Diagnostics site or requesting to have your lab work sent to Quest for processing. Keep doing so — you are already paying a lower cost.

If you are not familiar with Quest Diagnostics, the next time you are scheduled for lab services, show your doctor the enclosed lab card. By using your laboratory card at a Quest Diagnostics patient service center, or by requesting your provider to send your lab samples to Quest, you will pay a lower cost for your outpatient laboratory tests. Penn State medical plan members may still choose to use a facility other than Quest but services from these providers may cost you more. For example:

- Average cost for a Lipid Panel (cholesterol test): Non-Quest lab \$62.23; Quest lab est. cost: \$12.77 (an estimated savings of \$49.46)
- Average cost for a Complete Blood Count (CBC): Non-Quest lab \$39.10; Quest lab est. cost: \$7.41 (an estimated savings of \$31.69)

Along with saving money, there are additional advantages to having laboratory testing done at a Quest facility, including:

- Online scheduling to help avoid waiting in line. Reserve a time and skip the line!
- Convenient locations close to campus with free parking.
- Easy online access to your results at MyQuest.com.

The enclosed materials include your laboratory card, information about how to use it and how to locate a Quest Diagnostics facility.

Please take the time to review the materials to learn more about how completing laboratory testing through Quest Diagnostics, rather than at a doctor's office or hospital lab, can help save money on your out-of-pocket healthcare costs!

Sincerely,

Gregory D. Stoner  
Senior Director, Compensation & Benefits  
Office of Human Resources

#### 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 Client Services 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.

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When you direct your testing under the Quest Diagnostics Lab Card Select Program to a participating laboratory — you receive discounted outpatient laboratory testing. It's up to you to request the Quest Diagnostics Lab Card Select Program.

LG4G 123456789  
JOHN Q. SAMPLE  
10916 STRANG LINE RD  
LENEXA, KS 66215-2322

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When your physician orders lab work:

**If your physician office has a lab on site:**

1. Ask if they will send specimens to Quest and arrange for pickup by Quest.
2. If so, show your healthcare card and the Lab Card Select card and request to use the Lab Card Select Program. **Lab Card Select is OPTIONAL.** If you do not use the Lab Card Select program, you may pay more for outpatient laboratory testing. Your physician must make sure paperwork is clearly marked **Lab Card Select Program**, and must call 1-800-750-1253 to request a Lab Card Select pick up.
3. **YOU SAVE!** Lab Card Select helps you save money and become a more intuitive healthcare consumer when it comes to conserving your healthcare dollars.

**If your physician does not have a collection site in the office or will not participate in the Lab Card Select program:**

1. Take your physician lab order to a Quest Diagnostics Collection facility.
2. To find the nearest Quest facility, go to [www.labcardselect.com](http://www.labcardselect.com) or call 1-800-750-1253. You can schedule your own appointment time through the website/phone number so there is no waiting.
3. **YOU SAVE!** Lab Card Select helps you save money and become a more intuitive healthcare consumer when it comes to conserving your healthcare dollars.

Use the cutout cards below to inform your physician of the Lab Card Select Program and for specific instructions.



**PennState**

JOHN Q. SAMPLE

Member Number:  
123456

Group Number:  
123456789

LG4G  
IMPORTANT PHYSICIAN INFORMATION ON BACK 1-800-750-1253



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IMPORTANT PHYSICIAN INFORMATION ON BACK 1-800-750-1253