Important Information for Physicians

What to Do with Lab Card and Lab Card Select Patients

As Quest Diagnostics integrates Lab Card and Lab Card Select (formerly LabOne Select), your office can take advantage of local testing, pick up and other services. Please follow the below instructions to enable your patients to access their Lab Card or Lab Card Select benefits and to assure handling and billing at the Lab Card preferred laboratory rates.

Identifying Lab Card Patients:

Patients should show their Lab Card, Lab Card Select card or healthcare insurance card with the LabOne or Lab Card logo, and should inform your office personnel that they have Lab Card in order to appropriately access their benefit. The failure to properly identify your patient as a Lab Card or Lab Card Select patient will impact your patient’s ability to access this benefit.

In-Office Collection Procedure:

• If you collect specimens in your office, please follow your normal procedures for completing the Quest Diagnostics requisition and preparing the specimen for transport.

• Most Quest Diagnostics requisitions should have a Lab Card option to check. If the requisitions you currently use do not have the new Lab Card option please contact your Quest Diagnostics representative to see if new requisitions are available or you can request Lab Card stickers to adhere in the “Bill To” box at the top of the requisition to identify this as a Lab Card order. You can order stickers through the normal Quest Diagnostics supply ordering process.

• If your office has a Care360™ physician portal, Lab Card/Select has been added as an insurance selection. You are now able to order through Care360 for Lab Card patients. If there is a medical management system in play, your office must go into the Care360 system and change the insurance selection to Lab Card/Select after the patient information has passed to Care360. Your office needs to select this option to enable the laboratory to correctly identify the patient.

Referring Patients to Collection Sites:

• If you refer your patients to a collection site, a local site can be found at www.LabCard.com or www.LabCardSelect.com, or by calling Lab Card Client Services at 800-646-7788.

• The patient will need to identify themselves as a Lab Card or Lab Card Select member to the Patient Service Center staff.