

# Lab Card®

A Service of Quest Diagnostics

## Important Information for Physicians

### Examples of Lab Cards You May Encounter

Quest Diagnostics

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IMPORTANT PHYSICIAN INFORMATION ON BACK 1-800-646-7788

Lab Card

Lab Card  
A Service of Quest Diagnostics

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1234 5678 9999999999  
Jane Q. Sample

IMPORTANT PHYSICIAN INFORMATION ON BACK  
1-800-646-7788

Lab Card  
Outpatient Laboratory Program

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Employee Name \_\_\_\_\_  
Social Security Number \_\_\_\_\_  
Employer \_\_\_\_\_

Lab One Integrate Physician Information on Back

ABC INSURANCE COMPANY

Lab Card

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1234 5678 9999999999  
John Q. Sample

For more information or  
questions please call  
**1-800-646-7788.**

### What to Do with Lab Card Patients

As Quest Diagnostics integrates Lab Card, 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 benefits and to assure handling and billing at the Lab Card preferred laboratory rates.

#### Identifying Lab Card Patients:

Patients should show their Lab Card or healthcare insurance card with the Lab One 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 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 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](http://www.LabCard.com) or by calling Lab Card Client Services at 800-646-7788.
- The patient will need to identify themselves as a Lab Card member to the Patient Service Center staff.

BILL TO: PRINT PATIENT NAME

MY ACCOUNT  
 PRIVATE  
 MEDICARE  
 RAILROAD MEDICARE  
 MEDICAID  
 LAB CARD/SELECT  
OTHER INSURANCE

MEMBER...

REGISTRATION # (PAP)  
PATIENT SOCIAL SECUR  
ROOM # LAB



> EXAMPLE OF NEW REQUISITIONS  
WITH LAB CARD OPTION AND  
OPTIONAL STICKER.