

******* IMPORTANT NOTES TO READ *******

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- **DO NOT SEND UNITED HEALTHCARE MEDICAID COMMUNITY PLAN TO CLS – WE ARE NO LONGER A PROVIDER**

AARP	Yes	
AETNA	Yes	
Aetna Better Health	NO	LabCorp
Aetna Healthy Kids	NO	LabCorp/Quest
Aetna WellCare	NO	LabCorp/Quest
Allied Health (Cigna)	NO	Quest
Alignment Healthcare (XJCH)	NO	Quest
Allwell	NO	LabCorp/Quest
Ambetter	NO	LabCorp/Quest
American Postal Workers Union Health Plan (APWU)	Yes	
Ascension Complete Medicare	Yes	
Assurant Health	Yes	
AvMed for CLS counties served: Clay, Duval, Nassau and St. John's	Yes	Clay, Duval, Nassau, St. John's county ONLY
AvMed for QUEST counties: Baker, Bradford, Flagler & Putnam	NO	QUEST
Bankers Life & Casualty	Yes	
BCBS Federal Employees Government Wide (Group # = FEP)	Yes	Policy # begins with the letter R.
BCBS Plans – All plans go to Quest except Federal & Smart Health	NO	QUEST
BeechStreet PPO	Yes	
Bright Health Plan	Yes	For Individual & Family Plans only
Care Credit (not an insurance plan or an FSA account)	NO	Credit card accepted by prearranged provider network. CLS is not a provider.
CarePlus Health Plans	NO	LabCorp
CHA Health Plan (Clear Health Alliance)	NO	LabCorp
CHAMPVA	Yes	
CIGNA Indemnity	Yes	
CIGNA Medicare Access	NO	LabCorp/Quest
CIGNA Insurance Plans (except as noted above)	NO	LabCorp/Quest
Clear Health Alliance	NO	LabCorp
Companion Life/Health (not an insurance plan)	NO	PATIENTS ARE SELF-PAY
Coventry Health Care	Yes	All plans accepted
Definity PPO/Definity Choice Plus (United Health Care Plan)	Yes	
DEVOTED HEALTH PLANS	NO	BioReference/LabCorp/Quest
First Health Network	Yes	
Florida Healthy Kids (United Health Care Plan)	Yes	
Freedom Health (Medicare HMO)	NO	LabCorp ONLY
GEHA - Government Employees Hospital Association, Inc. (1 st Health)	Yes	
GHI	NO	Quest
Golden Rule (United Health Care)	Yes	
Humana Military Tricare	Yes	
Humana Insurance Plans (Yes to Tricare Humana plans ONLY)	NO	LabCorp/Quest
Lab Card	NO	Quest
MHBP (formerly Mail Handlers)	Yes	
Managed Care of America (MCA Administrators)	Yes	
Mayo Medical/MMSI	Yes	
Medicaid	Yes	FL & GA ONLY
Medicaid – First Coast Advantage	NO	LabCorp/UF Outreach Lab
Medicaid – Healthase	NO	Quest
Medicaid – Molina	NO	Quest
Medicaid – Preferred Medical Plan	NO	Quest

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Medicaid – Prestige Health Choice	NO	Quest
Medicaid – Share-of-Cost	Yes	Enter as Medicaid. If patient hasn't met their share-of-cost, patient will be billed. Patients are not self-pay. CLS will not write off charges.
Medicaid – Universal Health Care	NO	Quest
Medicaid – United Healthcare Community Plan (FLMMA)	NO	LabCorp/Quest
Medicare Advantage Plans		If CLS list says YES to primary insurance plan, we can accept the Medicare Advantage plan.
Medicare – Ascension Complete Advantage	YES	
Medicare – Bright Health Plan Advantage	NO	Medicare Plan not in our area yet.
Medicare - CarePlus Health Plans	NO	LabCorp
Medicare - Well Care	NO	LabCorp
Medicare Standard	Yes	
Medicare Complete Choice	Yes	
Medicare Railroad	Yes	
Meritain Health	Yes	
Molina	NO	LabCorp/Quest
Multiplan, Inc.	Yes	
One Health Plan	NO	LabCorp
Optimum Choice/Choice Preferred	NO	LabCorp/Quest
OPTUM – VA Community Care Network (Commercial Insurance)	Yes	
Preferred Health Network	Yes	
Private Health Care System (PHCS)	Yes	
Quality Health Plans	NO	LabCorp
Secure Horizons (United Health Care)	Yes	
Secure Horizons Medicare Direct	Yes	
SmartHealth (Ascension St. Vincent's Associates)	Yes	CLS ONLY
Sterling Health Plans Option 1 - Private Fee for Service	Yes	
Sterling Health Plans Premier & Select Medicare Supplement Plans	NO	Check Member Card for lab
Sunshine Health Plan	Yes	
TRICARE (Extra, Prime and Standard)	Yes	
United Health Care Plans	Yes	
UNITED HEALTH CARE COMMUNITY PLAN MEDICAID (FLMMA) Effective immediately, Consolidated Lab is no longer a provider for this UHC Medicaid Plan.	NO	LabCorp/Quest
United Medical Resource	Yes	
Veteran's Administration	Yes	
Veteran's Choice Program	Yes	
Wausau Insurance	Yes	
Well Care Health Plans	NO	LabCorp ONLY
WellMed	Yes	
Workers Compensation ++	Yes	

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OOTNOTES & SUCH:

- BCBS – CLS only accepts Federal (ID begins with R) and Smart health, all other plans must go to Quest.
- **Out-of-Network** – CLS can accept any out-of-network insurance, however, patients will be subject to a higher co-payment and/or deductible for which CLS will not be responsible for writing off any claim balance. It is best practice for patient to go to the preferred lab indicated to avoid receiving a higher bill for going out-of-network. Our belief is for patients to use their health insurance benefits to their maximum potential.
- **BRCA & GENETIC Testing - Providers - contact CLS Administration 308-5600 option # 5, PRIOR** to patient specimen collection for further information; i.e.: insurance preauthorization and mandatory history form are **required in advance**. There are no exceptions. If patient is drawn without the required documents, testing will be cancelled upon specimen arrival in our lab. CLS will not be responsible for a patient's bill if testing is completed without PRIOR PREAUTHORIZATION.
- ++ **Worker's Compensation claim information needed to bill.** Include accident date, employers' name, telephone and claim #.
- **STD Testing** - Testing for Bacterial Vaginosis/Vaginitis is once again available. CLS has added the Vaginitis Panel by TMA for ordering with the Orange Multitest Aptima Swab as Consolidated Lab discontinued the use of BD Affirm swabs. For additional information, contact CLS at 308-5600 opt. 5 or consult our website; www.conlabs.com/charts for the STD chart information.

SELF-PAY Patient Information:

- **CLS Patient Service Center Collection** - Patient is collected at a CLS Patient Service Center paying at the time of service receiving the full discounted prices. (Cash is not an acceptable form of payment).
- **Physician Office** – Patient collected inside physician office. Office indicates on lab requisition; patient is self-pay. Patient receives bill for non-discounted pricing. Upon receipt of bill, patient calls our billing partner, Change Healthcare, 1-888-258-9186 (not all tests can be discounted) and agrees to pay in full at that time, they will receive the 35% discount. If not, payment arrangements can be made with Change Healthcare. Consultation between patient and physician should occur prior to collection if cost is a factor.
- **Bill Client** – Physician office agrees to pay charges via itemized monthly billing statement. Authorized physician staff member should approve by signing the test request form to give CLS the authority to bill the client account. If not approved, patient will be billed the non-discounted price. (Note: *not all tests are discountable*) If patient is billed, CLS is not responsible for writing off charges.

CONSOLIDATED LABORATORY SERVICES INFORMATION REFERENCE GUIDE

<p>Customer Call Center 904-308-5600 Open Monday – Friday 8am-5pm</p> <p>1 - Dispatch; Specimen pickup (routed to MedSpeed 331-209-6130) 2 - Obtain results/other customer service information 3 – Change Healthcare - All billing inquiries, 1-888-258-9186 4 - Client Supply Voice Mail Box – Order test request forms/supplies 5 – Problem Resolution Specialist/Office Admin Rep</p> <p>New Payment Billing Address (effective: 10/20/21) PO BOX 947234 Atlanta, GA 30394-7234</p>	<p><u>Fax Numbers:</u></p> <p>Administration/Sales-Service/Call Center 904-296-1589 Supply orders 904-296-1576</p> <p><u>Website:</u> www.conlabs.com</p> <ul style="list-style-type: none"> • Client account changes/new client • Patient service center locations • Specimen Test Requirements - Charts • Supply Order Form - Electronic version
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