



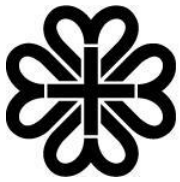
CONSOLIDATED LABORATORY SERVICES

St. Vincent's HealthCare

JANUARY 2022 PRIMARY INSURANCE LIST

Happy Happy New Year !!!

| | | |
|---|-----------|--|
| 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 | Yes | |
| CIGNA Insurance Plans (except as noted above) | NO | LabCorp/Quest |
| 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 | |
| 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 | |
| Health Advantage PPO | Yes | |
| Health Smart (<i>NOT</i> the same as SmartHealth) | Yes | |
| Humana Military Tricare | Yes | |
| Humana Insurance Plans (Yes to Tricare Humana plans ONLY) | NO | LabCorp/Quest |
| Lab Card | NO | Quest |
| Magellan Complete | Yes | |
| MHBP (formerly Mail Handlers) | Yes | |
| Managed Care of America (MCA Administrators) | Yes | |
| Mayo Medical/MMSI | Yes | |
| Medicaid | Yes | FL and GA ONLY |
| Medicaid – First Coast Advantage | NO | LabCorp/UF Outreach Lab |
| Medicaid – Healthease | NO | Quest |
| Medicaid – Molina | NO | Quest |
| Medicaid – Preferred Medical Plan | NO | Quest |
| Medicaid – Prestige Health Choice | NO | Quest |



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| 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. |
| Medicaid – Universal Health Care | NO | Quest |
| Medicare Advantage Plans | | See list below. 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 | CONSOLIDATED LAB 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 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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FOOTNOTES & SUCH:

- BCBS - For overall customer service and patient satisfaction, CLS will only accept BCBS plans which we know are in-network. CLS does not accept the same plans as Ascension St. Vincent's. If patient elects to use CLS PSC for specimen collection, they can request to sign a "CLS BCBS disclaimer" acknowledging they will pay all charges billed from BCBS. BCBS Disclaimer is kept on file for future reference, as no charges will be written off for the patient on "Disclaimer" date of service signed by patient.
- **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 on arranging this type of testing. 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.
- ++ **Worker's Compensation claim information needed to bill.** Include accident date, employers' name, telephone and claim number.
- **STD Testing** - Since the COVID-19 pandemic, testing for Bacterial Vaginosis/Vaginitis has become a greater challenge in addition to insurance companies denying claims for these so named panels. For additional information, contact CLS at 308-5600 opt. 5.

SELF-PAY Patient Protocol:

- **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 on that phone call, they will receive the 35% discount. If not, payment arrangements can be made with Change Healthcare during the call. 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*)

| CONSOLIDATED LABORATORY SERVICES INFORMATION REFERENCE GUIDE | |
|---|---|
| Customer Call Center 904-308-5600 Monday – Friday 8am-5pm 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 – Administration Rep and questions regarding this insurance list. Payment Billing Address: PO Box 947234 Atlanta, GA 30394 | Fax Numbers: Administration/Sales-Service/Call Center 904-296-1589 Supply orders 904-296-1576 Website: www.conlabs.com <ul style="list-style-type: none"> • Client account changes/new client • Patient service center locations • Specimen Test Requirements - Charts • Supply Order Form electronic version |