

# CONSOLIDATED LABORATORY SERVICES

St. Vincent's HealthCare

## NOVEMBER 2021 PRIMARY INSURANCE LIST

Notes: Patient Payment address changed 10/21/21 - Page 3

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

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<b>Medicaid – Preferred Medical Plan</b>	<b>NO</b>	<b>Quest</b>
<b>Medicaid – Prestige Health Choice</b>	<b>NO</b>	<b>Quest</b>
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 doesn't write off charges.
<b>Medicaid – Universal Health Care</b>	<b>NO</b>	<b>Quest</b>
<b>Medicare Advantage Plans</b>		If CLS list says YES to primary insurance plan, we can accept the Medicare Advantage plan.
Medicare – Ascension Complete Advantage	YES	
<b>Medicare – Bright Health Plan Advantage</b>	<b>NO</b>	<b>Medicare Plan not in our area yet.</b>
<b>Medicare - CarePlus Health Plans</b>	<b>NO</b>	<b>LabCorp</b>
<b>Medicare - Well Care</b>	<b>NO</b>	<b>LabCorp</b>
Medicare Standard	Yes	
Medicare Complete Choice	Yes	
Medicare Railroad	Yes	
Meritain Health	Yes	
<b>Molina</b>	<b>NO</b>	<b>LabCorp/Quest</b>
Multiplan, Inc.	Yes	
<b>One Health Plan</b>	<b>NO</b>	<b>LabCorp</b>
<b>Optimum Choice/Choice Preferred</b>	<b>NO</b>	<b>LabCorp/Quest</b>
OPTUM – VA Community Care Network (Commercial Insurance)	Yes	
Preferred Health Network	Yes	
Private Health Care System (PHCS)	Yes	
<b>Quality Health Plans</b>	<b>NO</b>	<b>LabCorp</b>
Secure Horizons (United Health Care)	Yes	
Secure Horizons Medicare Direct	Yes	
SmartHealth (Ascension St. Vincent's Associates)	Yes	IOI/IOJ = CLS ONLY
<b>Staywell Health Plans</b>	<b>NO</b>	<b>LabCorp ONLY</b>
Sterling Health Plans Option 1 - Private Fee for Service	Yes	
<b>Sterling Health Plans Premier &amp; Select Medicare Supplement Plans</b>	<b>NO</b>	<b>Check Member Card for lab</b>
Sunshine State Health Plan	Yes	Medicaid (FL Medicaid HMO)
<b>Sunshine Health Plan - Medicare Advantage Plans</b>	<b>NO</b>	<b>LabCorp/Quest</b>
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	
<b>Well Care Health Plans</b>	<b>NO</b>	<b>LabCorp ONLY</b>
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** - 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. 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 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 <b>3 – Change Healthcare - All billing inquiries, 1-888-258-9186</b> 4 - Client Supply Voice Mail Box – Order test request forms/supplies 5 – Administration Rep and questions regarding this insurance list. New Payment Billing Address (effective: 10/20/21) PO BOX 947234 Atlanta, GA 30394-7234</p>	<p><b>Fax Numbers:</b></p> <p>Administration/Sales-Service/Call Center      904-296-1589 Supply orders      904-296-1576</p> <p><b>Website:</b> ..... <b>www.conlabs.com</b></p> <ul style="list-style-type: none"> <li>• Client account changes/new client</li> <li>• Patient service center locations</li> <li>• Specimen Test Requirements - Charts</li> <li>• Supply Order Form electronic version</li> </ul>
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