

# LABORATORY UPDATES

## For Providers – 2019

With health care costs continuing to rise, it's more important than ever to be conscious of how much your patients are paying for the care they receive. One of the biggest drivers of your patient's health care costs is laboratory expenses. You can help your patients with Cigna-administered coverage save on these costs by ensuring that their laboratory and pathology tests and specimens are sent to laboratories that are contracted for the Cigna network.

**Our network of participating laboratories consists of an extensive choice of regional and national providers of laboratory services, including Laboratory Corporation of America® (LabCorp) and Quest Diagnostics, Inc® (Quest). Both LabCorp and Quest offer a comprehensive range of laboratory and pathology services.**

### Contact information

	LabCorp	Quest
Call	888.522.2677 for general questions and account set-up help	866.MyQuest (697.8378) for general questions and account set-up
Website	LabCorp.com	QuestDiagnostics.com
Patient service center	To find the nearest locations, please: <ul style="list-style-type: none"><li>• Call 888.522.2677</li><li>• Visit Labcorp.com/psc to self-schedule an appointment</li></ul>	To find the nearest locations, please: <ul style="list-style-type: none"><li>• Call 1.866.MyQuest (697.8378)</li><li>• Visit QuestDiagnostics.com/Appointment</li></ul>

### Referring to non-participating laboratories

If you refer your patient to a non-participating laboratory or send their test specimens to a non-participating laboratory or a non-participating pathologist, your patient will be responsible for the out-of-network laboratory charges consistent with their benefit plan. These costs can be considerable, especially for patients who do not have out-of-network benefits.

### Locating a participating laboratory

When patients need laboratory services performed, they rely upon their physician to use or refer them for the appropriate testing, in the most affordable setting. That's why we offer you many choices of participating laboratories (like LabCorp and Quest) that provide general and specialty laboratory and pathology testing, including genetic testing, in locations that are convenient for both you and your patients.

#### You can access our participating provider directory by:

- Visiting our website at (**Cigna.com** > [hcpdirectory.cigna.com](http://hcpdirectory.cigna.com))
- Calling Cigna Customer Service at **800.88Cigna (882.4462)**.

**Together, all the way.®**



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