Quest Diagnostics Access Overview

Quest Diagnostics is committed to creating a healthier world, one life at a time by providing seamless access to insights that help prioritize health, prevent disease, and power personalized care decisions.

To support broad access, our Patient Financial Assistance (PFA) Program tailors solutions based on individual circumstances and may adjust some or all laboratory charges for patients who cannot afford to pay for testing. We offer tiered discounts based on income, family size, and federal health guidelines, alongside a supplemental PFA program that provides financial support for dozens of higher-cost, non-routine diagnostic tests. Through PFA and other various initiatives, Quest provides over 1M donated and discounted test requisitions per year, at a cost of over $21M.

Furthering this mission, the Quest Diagnostics Foundation operates as a 501(c)(3) nonprofit dedicated to addressing systemic root causes of health disparities. By combining corporate resources with trusted community leadership, the Foundation funds and scales evidence-based initiatives focused on three interconnected areas: strengthening the community health workforce, addressing social drivers of health, and promoting disease prevention and early treatment through diagnostic testing. Since 2020, we have invested over $53 million in the US and Puerto Rico.

Looking ahead, we continue to develop and evolve our commitments to expand diagnostic access and improve health outcomes, which will include providing education and resources to elevate public health.

Strong governance anchors our programs. Our PFA program is part of our Strategic Pricing organization, which reports to our CFO. Our Foundation team manages our Foundation strategy and grantee relationships with input and approval from our Foundation Trustees. While the Board of Directors maintains ultimate accountability through regular executive briefings, the Governance Committee is responsible for overseeing Corporate Responsibility related strategy and priorities.

Additional details on Quest's programs can be found on our corporate site (Financial assistance | Quest Corporate and Quest Diagnostics Foundation | Quest Diagnostics) as well as in our annual Corporate Responsibility Report.

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