



Enterprise Accounts

New customer resource guide



Getting started with Quest Diagnostics

Start 



Welcome

Greetings,

It is our privilege to extend to you a formal welcome to Quest Diagnostics. As our relationship grows, we hope you experience the many benefits that lead physicians and hospitals to entrust their patients' laboratory testing to Quest Diagnostics.

We are committed to providing more than just lab services.

We transform knowledge into insights and insights into solutions that span the continuum of care, letting you focus on what matters most—the health of your patients.

We understand that, in the right hands, and with the right context, our diagnostic insights can inspire actions and transform lives.

We are constantly looking for ways to be of assistance, and welcome hearing from you with questions or ideas you may have to improve our service. It's our privilege to serve you and your patients, and we'd like to say thank you for your business.

Best regards,

Your Quest Diagnostics Team



- Getting connected
- Ordering supplies
- Ordering tests
- Collecting and handling specimens
- Specimen transport and logistics
- Setting up billing and insurance
- Assisting your patients
- Getting results and reports
- Resources



Getting started

We've designed this interactive guide to help you start your journey and find essential information fast.

Dive deeper into key topics by clicking the tabs on the left



The screenshot shows the 'Ordering supplies' page. A callout points to the left navigation menu where 'Ordering supplies' is selected. Another callout points to a 'Checklist' box on the page. A third callout points to an embedded link at the bottom of the page: 'Learn more at QuestDiagnostics.com/QuantumHCP'.

Save time by skimming the easy-to-read checklists at the beginning of each section



Easily jump to the next topic within a section



The screenshot shows the 'Resources' page. A callout points to the left navigation menu where 'Resources' is selected. Another callout points to a 'Checklist' box on the page.

Access additional information by clicking on embedded links



Easily access go-to resources in one spot



Getting connected

Quantum Lab Services Manager
Connecting with your EHR

Getting connected

To simplify your lab-related tasks, Quest offers the benefit of one-stop convenience for all your lab-related needs. **Quantum® Lab Services Manager** is an easy-to-use, comprehensive platform that allows you to manage all your lab-related tasks with one login on any device.

The platform is designed to help streamline practice operations, prevent errors and disruptions, and save staff time.

This section reviews the benefits and process of getting connected to Quest via Quantum Lab Services Manager.



Your organization may have arranged a master Quantum agreement with Quest. **Connect with your Quest representative to determine next steps in logging in and getting started.**

We know that making a process change can be intimidating. The good news is that the Quantum suite of solutions are designed to be user-friendly and intuitive. Plus, all Quantum solutions include staff training and a dedicated connectivity support line to help ease the transition.

Checklist

- Work with your Quest rep to confirm next steps in logging in and getting started with Quantum Lab Services Manager
- Confirm your Quest Client Account Number and main office phone number for your practice with your Quest representative
- Create a shortcut for Quantum Lab Services Manager on your desktop for quicker access
- Check with your Quest rep to find out the status of your EHR interface

[Learn more](#)





Getting connected

Quantum Lab Services Manager

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Connecting with your EHR

Quantum® Lab Services Manager: Overview

See how Quantum Lab Services Manager can help you and your practice



Less time searching for answers means more time to provide patient care.

Practice

Physician

Practice benefits: prevent disruptions and stay up to date

Ordering Scheduling Tracking Billing



- Order tests and supplies and easily repeat your practice’s most frequent orders, including bulk release of scheduled orders; plus, Quantum Lab Services Manager securely **stores physicians’ digital signatures for convenience**
- **Schedule specimen pickups** when you need them
- **Track order status** and **expected delivery** of results
- **Help ensure coverage accuracy** with medical necessity determination and Advance Beneficiary Notice of Noncoverage (ABN)
- **Respond to missing billing information** with electronic billing trailers
- **View price** for individual tests outside of the lab order workflow with client bill pricing lookup
- **Auto enrollment for up to 3 client accounts**, including national accounts

Enroll at QuestDiagnostics.com/QuantumHCP



Quantum® Lab Services Manager: Overview

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Getting results and reports

Resources

See how Quantum Lab Services Manager can help you and your practice

Less time searching for answers means more time to provide patient care



Practice

Physician

Physician benefits: gain more insight for more meaningful patient interactions

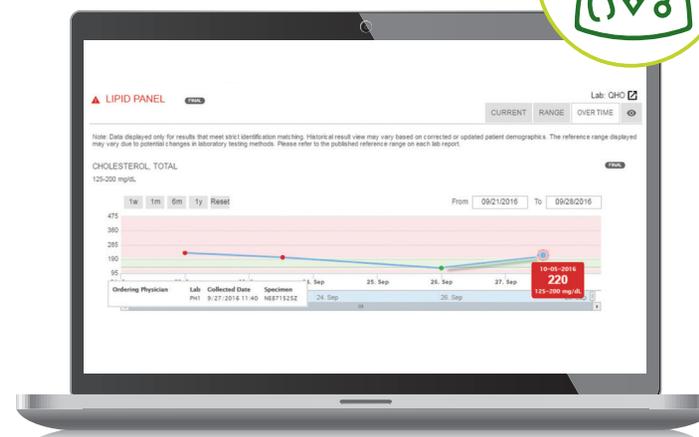
Tests

Reports

Results

Transparency

- **Access a test directory** with over 3,500 tests, ICD-10 codes, and specimen collection details
- **Get clinically relevant insights** at the point of care, simplifying results interpretation
- **Review reports your way**—standard results or analytics reporting including TNP/TIQ-only reports, or historical trend reports, including non-practice historical results, to compare results over time
- **Get real-time notifications** of patients' priority and STAT lab results 24/7 on your mobile device with Quest Lab Alert
- **Reduce surprise lab testing bills and calls** from frustrated patients with pricing transparency



Enroll at [QuestDiagnostics.com/QuantumHCP](https://www.questdiagnostics.com/QuantumHCP)





Getting connected

Quantum Lab Services Manager

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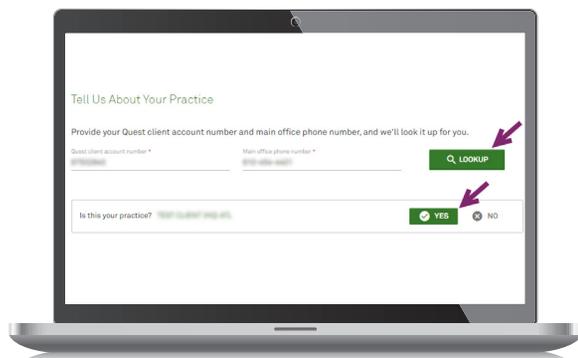
Connecting with your EHR

Quantum® Lab Services Manager: Quick guide

Getting started

Before you begin: Obtain the Quest client account number and main office phone number of your practice(s).

- 1 Go to Quantum Lab Services Manager at QuestDiagnostics.com/QuantumHCP and click *Get Access Now* on the login page
- 2 Enter your **Quest client account number** and **main office phone number**. Then click *Lookup Practice*
- 3 Click **Yes** to verify your practice when it comes up on your screen



- 4 Enter your personal information (eg, name, email address, office role) and then click *Next*
- 5 Create your user name and password, confirm your password, and then click *Next*
- 6 Select a fax number from the list of those we have on file
- 7 Then click *Send Fax* to send a security code to confirm your location. (Click *Get Help* if no fax number appears)
- 8 Please retrieve your fax, which will be sent from Quest within 1 to 2 minutes
- 9 Enter the security code from your fax, and click *Complete Enrollment*
- 10 You can now log in using your new user credentials

DESKTOP SHORTCUT



Integrate the offering into your daily workflow

For convenience, create a shortcut for Quantum Lab Services Manager on your desktop.

How to create a shortcut varies depending on computer type (Mac or PC), but generally can be done by entering the URL into your browser, then either dragging it to your desktop or choosing "save as" to save as a shortcut.

Installing Quantum Lab Services Manager desktop icons makes it easier to open Quantum Lab Services Manager from your computer. To install a Quantum Lab Services Manager icon, visit QuestDiagnostics.com/QuantumHCP and follow the instructions.

Enroll at QuestDiagnostics.com/QuantumHCP





Getting connected

Quantum Lab Services Manager

Connecting with your EHR

Connecting with your EHR

Quest interfaces with 900+ EHR systems.

Your organization may have already initiated an EHR interface.

Connect with your **Quest representative** to determine your connection status.



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- Ordering tests
- Collecting and handling specimens
- Specimen transport and logistics
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Ordering supplies

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Quest Diagnostics provides certain supplies necessary to collect and submit specimens for testing by our laboratories. The type and quantity of items must correlate with the number of specimens you submit to us for testing.

Quest Quantum® Lab Services Manager, our online self-service portal, is the preferred method for placing supply orders. But for your convenience, alternative ways of ordering supplies are also offered.

Alternate ways to order

BY FAX OR EMAIL

Contact your Quest representative to obtain the appropriate supply order form for placing orders via fax or email.

BY PHONE

Submit orders over the phone by calling the Enterprise Service Excellence Team (1.866.226.8046).

This section reviews the process of ordering supplies through Quantum Lab Services Manager.



Your first supply order may already have been submitted for you as part of the onboarding process.

Check with your Quest representative to confirm next steps and how to place future orders.

Checklist

- Confirm with your Quest rep whether an initial order for supplies needs to be placed

[Learn more](#)



Quantum Lab Services Manager: Overview



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The **Supplies feature** in Quantum Lab Services Manager allows you to electronically order a wide variety of supplies to be used exclusively for tests performed by Quest Diagnostics or with Quest Diagnostics equipment.



Select from predefined lists of items (by category), or from a list of favorite items based on previous orders



View your order history (including order details and shipment tracking information), and quickly reorder the same supplies contained in a previous order



Create a recurring order based on the contents of your current order



Access the Quest Diagnostics Test Directory website from the supplies page

NOTE

If an item has become obsolete, you will be notified to replace it with an alternative product when ordering.

[Learn more](#)

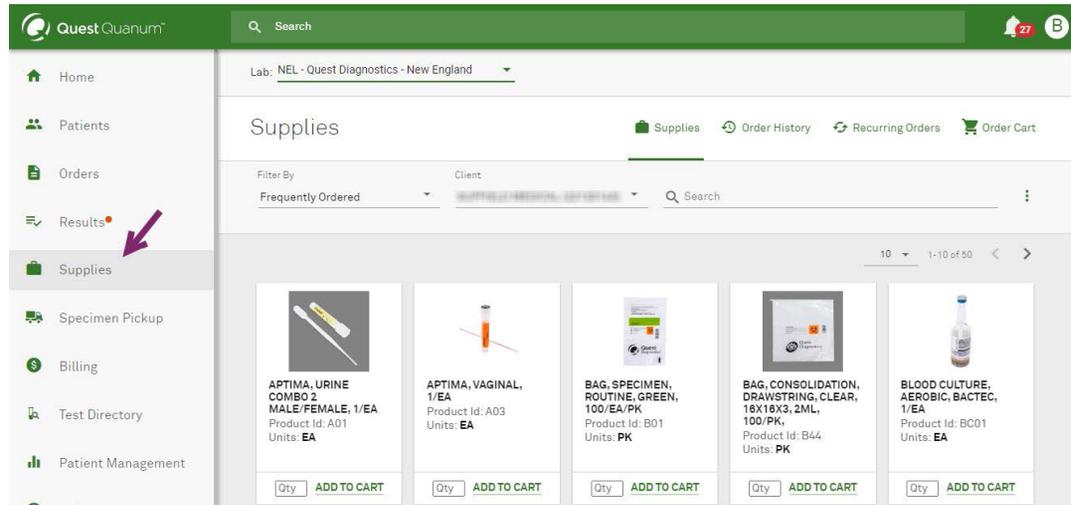

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1 Access **Quantum Lab Services Manager** and click *Supplies* in the left navigation pane. The most frequently ordered supplies for your default lab and client account appear.



NOTE

Supplies are to be used exclusively for tests performed by Quest Diagnostics or with Quest Diagnostics equipment.

Requires Microsoft Edge™ (Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click [Help Center](#).

Your **Quest representative** can provide detailed guidance on how to:

- Order supplies via Quantum
- Reorder supplies via Quantum
- Manage recurring supply orders via Quantum

FAQ

Access [QuestDiagnostics.com/QuantumHCP](https://www.questdiagnostics.com/QuantumHCP)

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2 Locate the desired supplies in the list shown, or select a different *Lab* (if available), *Filter By* list, or *Client*, or type a few characters of the desired supply name or ID number in the *Search* field. When you find the desired item, type the requested quantity in the corresponding *Qty* box and click *Add To Cart*. (The quantity you can order may be restricted by your lab ordering history.)

 <p>COLLECTION, APTIMA, SPEC TRANSFER TUBE, GREEN LABEL, 1/EA Product Id: A04 Units: PK</p> <p><input type="text" value="10"/> ADD TO CART</p>	 <p>BAG, SPEC, GREEN, 100/PK Product Id: B01 Units: PK</p> <p><input type="text" value="Qty"/> ADD TO CART</p>	 <p>BAG, SPECIMEN, STAT, RED, BC, 100/PK Product Id: B02 Units: PK</p> <p><input type="text" value="Qty"/> ADD TO CART</p>	 <p>BAG, SPECIMEN, IRREPLACEABLE, BC, 6.75X11, 100/PK Product Id: B07 Units: PK</p> <p><input type="text" value="Qty"/> ADD TO CART</p>
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NOTE

To avoid ordering too many or too few items, note the *Units* value for each (for example, a PK may include 1, 25, or 100 items).

Requires Microsoft Edge™ (Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click *Help Center*.



Your **Quest representative** can provide detailed guidance on how to:

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3 To complete your order, click *Order Cart*, select the *Shipping Address*, and click *Place Order*. Optionally, you can save the current order as a *Recurring Order*, enter a new *Shipping Address*, enter an *Email* to receive shipping updates, or type any comments to include with the order.

Supplies
Supplies
Order History
Recurring Orders
1 Order Cart

Orders placed by 4PM EST should ship the same day.

REVIEW

COLLECTION, APTIMA, SPEC TRANSFER TUBE, GREEN LABEL, 1/EA

Product Id: A04

Units: PK

Qty:

×

NOTE

To view or update recurring orders that you saved previously, click *Recurring Orders*.

Requires Microsoft Edge™ (Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click *Help Center*.

Access [QuestDiagnostics.com/QuantumHCP](https://www.questdiagnostics.com/QuantumHCP)
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Your **Quest representative** can provide detailed guidance on how to:

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4 To view your orders from the past 30 days, click *Order History*. (To change the date range, select it from the *Orders* placed in list.) From the *Order History* page, you can also click the *More* icon to track the shipping status of an order, quickly reorder the same items, or print order details.

Order Number 9113	Time 09/26/2018 01:08PM (EDT)	Client TESTING ACCOUNT- QUEST(90001)	Ordered 09/26/2018
Contact		Ship To 875 GREENTREE ROAD, FOUR PARKWAY CENTER, PITTSBURGH, PA 15220	
Comments			

^ **HIDE DETAILS**

BLOOD CULTURE, BACTEC MYCO LYTIC, 1/EA

Product Id: BC04
Units: EA
Qty Ordered: **2**
Tracking Details: Submitted

Tracking Details

Reorder

Print

Requires Microsoft Edge™ (Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click [Help Center](#).

Your **Quest representative** can provide detailed guidance on how to:

- Order supplies via Quantum
- Reorder supplies via Quantum
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Access [QuestDiagnostics.com/QuantumHCP](https://www.questdiagnostics.com/QuantumHCP)

Frequently asked questions

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How long does a supply order delivery take?

Please allow a minimum of 3 business days for delivery of your order. If an order cannot be filled because the laboratory is temporarily out of stock, the supply will be placed on back order. This will be noted on the Client Supply Delivery Receipt. Back-ordered requests are filled automatically once stock is received.

Do supplies expire?

Yes, check the expiration date. Do not use outdated collection supplies. Due to the limited shelf life of many specimen collection supplies, please regularly review and order supplies. Supplies should be rotated to use the oldest supplies first.

Can Quest Diagnostics supplies be used for all laboratory collections?

No, specimen collection devices supplied by Quest Diagnostics are only to be used for the collection of specimens processed by Quest Diagnostics. Such supplies are not to be used to store or dispose of biological materials, including sharp instruments, or for any activity not connected with the collection of specimens for processing by Quest Diagnostics.

How does Quest keep track of supply orders and allowances?

Quest Diagnostics maintains internal tracking for the ordering and delivery of all specimen supplies. The internal tracking system defines supply allowances using your account test ordering history. Specimen supply orders that exceed the supply allowance will be subjected to limitations. (If you are anticipating a change in your ordering pattern, test volume, or if you are ordering for multiple accounts, please contact client services.) You will receive a Client Supply Delivery Receipt with your order. **To ensure that tracking of supplies utilization is accurate, we recommend you notify your Quest representative if supplies expire and are disposed of.**

Since Quality Assurance variations have at times been traced to specimen collection lot numbers, Quest Diagnostics recommends documenting the date implemented for each new lot number of collection supplies should there ever be a supplier recall.

Ordering tests

3 important components will streamline test ordering at Quest

This section will review how to navigate:



Electronic lab ordering

(either via Quantum Lab Services Manager or your EHR computer interface)

When lab orders are submitted with missing or inaccurate information it can lead to unnecessary costs for patients as well as disruptions to your practice. Electronic ordering can help to avoid disruptions caused by follow-up phone calls and letters to obtain missing or inaccurate information.

Therefore, we recommend ordering lab tests electronically to streamline your process, ensure clear and complete orders are requested, and receive faster test results. You can place electronic orders either through Quantum Lab Services Manager or your EHR computer interface. And we can help you make the transition to electronic ordering seamless, with minimal disruption to your practice and without overhauling your current system.

But we also recognize that handwritten orders may be necessary, so for your convenience, we do offer this option as well. **Check with your Quest representative to obtain the appropriate test requisition form for placing orders via fax or email.**



Quest Test Directory

The Quest Test Directory is a next-generation search tool designed with advanced features that streamlines your search, making it easier to find, filter, and compare tests.



IntelliTest Manager®

IntelliTest Manager is a flexible online tool that provides best-in-class features for accessing new test information, test updates, and changes based on specific account utilization.

Checklist

- How will you be placing test orders? If you need to submit handwritten test requisitions, check with your Quest rep to obtain the appropriate form
- Bookmark the Quest Test Directory at [TestDirectory. QuestDiagnostics.com](https://www.questdiagnostics.com/testdirectory) to find, filter, and compare tests
- Sign up for IntelliTestManager at [IntelliTestManager.com](https://www.questdiagnostics.com/intellitestmanager) to manage test updates and changes



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Save time and prevent disruptions with electronic lab ordering

You and your patients expect test results back in a timely fashion for optimal patient care. By ordering your tests electronically, you can streamline your process and ensure fast turnaround times on a consistent basis. Because when we get a clear and complete order, you get results faster.

With electronic lab orders (vs written orders), you can:



Minimize human error, illegibility, coding mistakes, and incomplete information that can cause test delays or even cancellations



Simplify tasks such as medical necessity checks, ICD-10 searches, and filing of Advanced Beneficiary Notices (ABN); e-requisition makes information easy to access and enter



Prevent practice disruptions needed to clarify or correct missing information



Track patient compliance with lab testing by viewing at which patient service center (PSC) orders were fulfilled



Eliminate repeated entry of patient demographic or insurance information. E-ordering systems automatically save this information

Paper orders are

3x

more likely to require corrections and cause office interruptions than electronic orders.*

These corrections could include:

- ICD-10 Codes
- Valid ABN
- Physician NPI #
- Insurance Information
- Valid Test Code

* Internal data on file

Electronic lab ordering: Options

For your convenience, we offer multiple ways to electronically submit your lab orders



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Quantum® Lab Services Manager

Your EHR computer interface

Our free online platform offers a simple, convenient way to order tests and supplies, access results, schedule specimen pick-ups, and more—all online and all from one location

- Accessible on any device
- Easily enter and track test orders and access results
- Quickly search for ICD-10 codes and be auto-alerted if the code is missing from your order
- Save and auto-populate patient insurance information
- Include updated specimen collection requirements

Electronic lab ordering: Options

For your convenience, we offer multiple ways to electronically submit your lab orders



Quantum® Lab Services Manager

Your EHR computer interface

- Quest Diagnostics interfaces with more than 900+ EHR systems, more than any other lab company
- Our connectivity team can help certify, implement, and support EHR interfaces and provide assistance with test directory mapping and building



Contact your Quest representative to see if your organization has established an EHR interface with Quest.

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Electronic lab ordering: Quick guide

How to order a patient test through Quantum Lab Services Manager

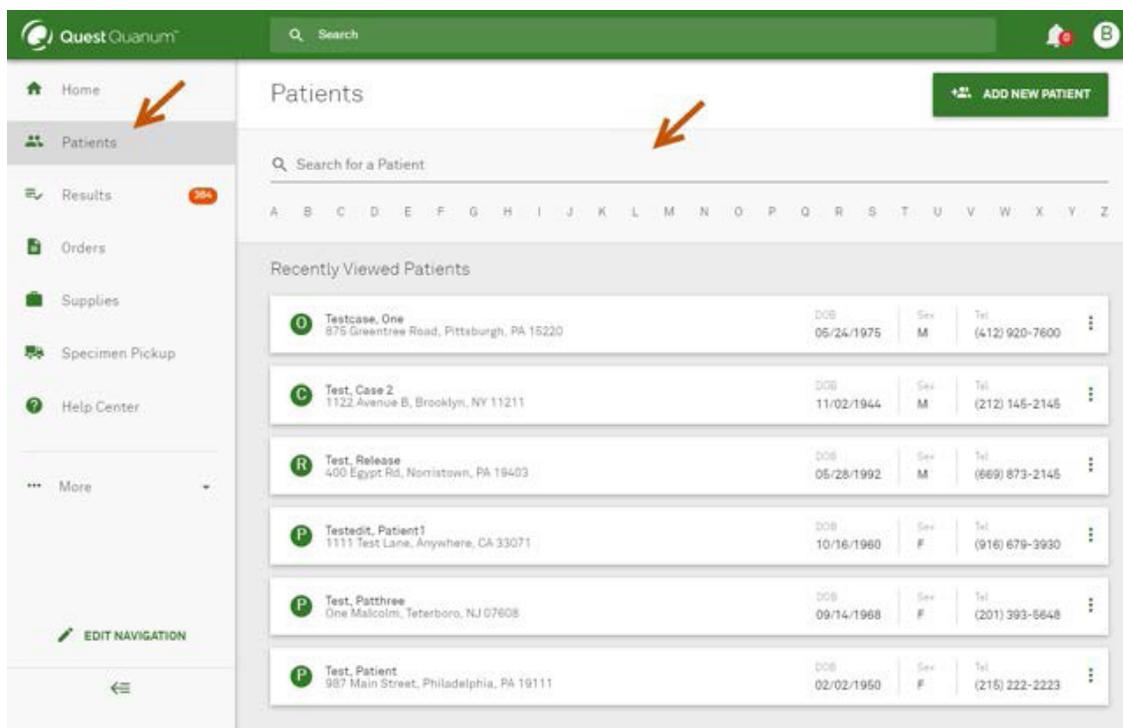


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1 Click *Patients*, and then search for and select the desired patient.



For more in depth instructions on:

- How to retrieve or add a patient through Quantum
- How to create a new lab order through Quantum

Ask your Quest representative for a PDF guide.

Requires Google Chrome™ or Windows Internet Explorer® 11. For additional assistance, click *Help Center*.

Electronic lab ordering: Quick guide

How to order a patient test through Qanum Lab Services Manager



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2 While viewing the patient's profile, click *Start New Order*.

Requires Google Chrome™ or Windows Internet Explorer® 11. For additional assistance, click [Help Center](#).



For more in depth instructions on:

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- How to create a new lab order through Qanum

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Electronic lab ordering: Quick guide

How to order a patient test through Quantum Lab Services Manager



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3 On the *New Lab Order* page, verify the selected *Lab* and *Client*, or click the down arrow to change for the *current order only*.

Then select the appropriate tests and diagnoses, which are added to the *Order Cart*. Click the down arrow to select from your predefined lists, or use the search field to search for additional codes.

New Lab Order
✕

P

Test, Patient
111 North Rd, Apt 2, Norristown, PA 19404

DOB
10/10/1999

Sex
M

1

Order Cart

Lab: QPT - Quest Diagnostics, Inc. - Pittsburgh

Client: 2345-POCT 2nd Lab (2345)

Recent-Practice

SELECT ALL

Search for a test

<p>[11293X]; Fecal Globin by Immunoche... 11293</p>	<p>[67777W]; Glucose 483</p>	<p>Glucose, CSF 23424P</p>
---	----------------------------------	--------------------------------

Recent-Practice

Search for a diagnosis

<p>Bitten by orca, initial encounter W58.21XA</p>	<p>Disorder of phosphorus metabolism, u... E83.30</p>	<p>Elevated cancer antigen 125 [CA 125] R97.1</p>
<p>Encounter for other specified special e... Z01.89</p>	<p>Hairy leukoplakia K13.9</p>	

SAVE AS DRAFT

PSC HOLD



For more in depth instructions on:

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Electronic lab ordering: Quick guide

How to order a patient test through Qanum Lab Services Manager



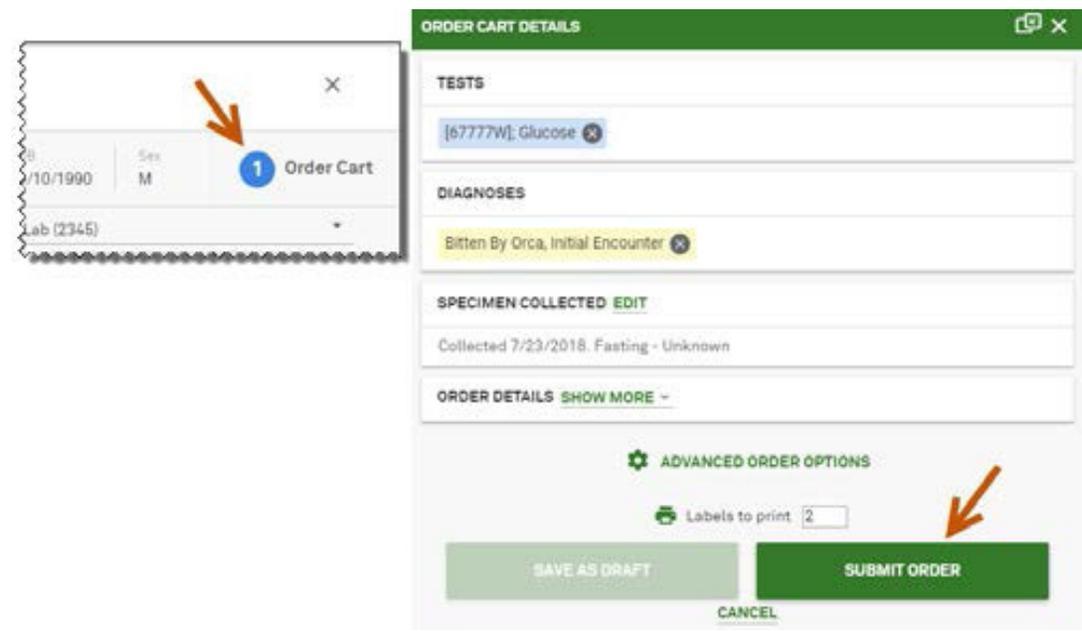
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4 Click *Order Cart*, provide any additional required information (such as *Specimen Collected* details), and submit the order.

From the *Order Cart*, you can also save the order as a Draft or PSC Hold, view or modify the *Order Details* (including Copy-To), or click *Advanced Order Options* to create a Scheduled or Standing order.



For more in depth instructions on:

- How to retrieve or add a patient through Qanum
- How to create a new lab order through Qanum

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Requires Google Chrome™ or Windows Internet Explorer® 11. For additional assistance, click [Help Center](#).

Electronic lab ordering: Helpful information

When lab orders are submitted with missing or inaccurate information it can lead to unnecessary costs for your patients as well as disruptions to your practice. Avoid disruptions caused by follow-up phone calls and letters to obtain missing or inaccurate information by reviewing the following information.



Insurance

Medicare Limited Coverage Policies

Missing and incomplete information

Insurance

Managing the complexities of insurance coverage is challenging. Always check with the patient for changes in insurance coverage and be sure to check the most recent Quest Diagnostics Insurance List at Insurance.QuestDiagnostics.com to confirm participation.

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Medicare Limited Coverage Policies

Missing and incomplete information

Medicare Limited Coverage Policies (MLCP)

- Medicare publishes limited coverage policies for certain laboratory tests. Tests subject to limited coverage are only considered medically necessary and reimbursable by Medicare if ordered for patients with certain conditions
- Medicare beneficiaries must be informed in writing prior to specimen collection that Medicare is likely to deny coverage if the diagnosis does not meet Medicare's coverage determination. The patient's signature on an Advance Beneficiary Notice (ABN) acknowledges that s/he agrees to be personally and fully responsible for payment if Medicare denies payment
- If you are ordering a limited coverage test for diagnostic reasons that are not covered under Medicare policy, you must submit a signed ABN to ensure the test is processed. **Quest may not perform testing if the order does not include the required ABN**
- To ensure testing is performed and avoid delays, rework, and follow-up phone calls, refer to the Quest Diagnostics Medicare Limited Coverage Policy Reference Guides at [QuestDiagnostics.com/MLCP](https://www.questdiagnostics.com/MLCP). Please list all medically appropriate ICD-10 code(s) on the requisition when ordering limited coverage testing

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Electronic lab ordering: Helpful information

When lab orders are submitted with missing or inaccurate information it can lead to unnecessary costs for your patients as well as disruptions to your practice. Avoid disruptions caused by follow-up phone calls and letters to obtain missing or inaccurate information by reviewing the following information.



Insurance	Medicare Limited Coverage Policies	Missing and incomplete information
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Missing and incomplete information

- Orders received with incomplete billing information will generate a Missing Information Request within 72 hours. Missing Information Requests must be returned promptly to meet your patient's insurance carrier requirements and timely filing limits
- To save time and energy, be certain to complete all the required billing information on the requisition at the time of ordering. If you receive a Missing Information Request, it must be signed before any action may be taken
- To ensure testing is performed for your Medicare beneficiaries, the ordering provider must be enrolled in Medicare through PECOS. Please refer to the PECOS enrollment section for further details on how to enroll

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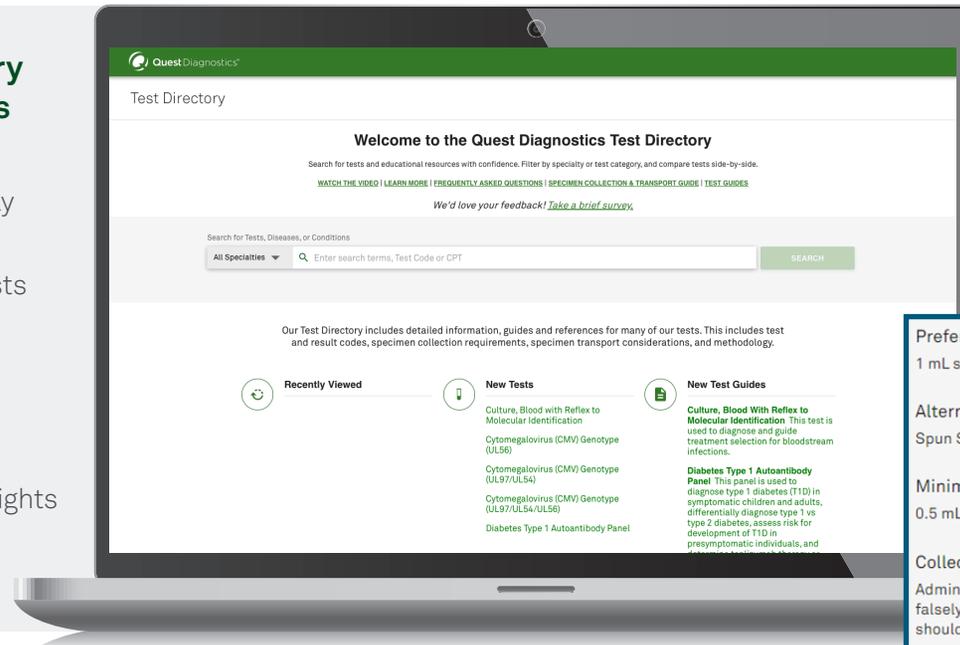
Quest Test Directory: Overview

Quickly and confidently locate tests, key testing information, and resources to help you determine the right test for your patient



The Test Directory homepage allows you to:

- Reference recently viewed tests
- Discover news tests
- Explore the latest test guides
- Contact Quest's medical experts
- Access expert insights and educational resources



Preferred Specimen(s)
1 mL serum

Alternative Specimen(s)
Spun SST tube

Minimum Volume
0.5 mL

Collection Instructions
Administration of STRENSIQ may interfere in ce falsely elevate values. For patients receiving ST should be given to using alternate methods.

Transport Container
Serum separator tube (SST)

Transport Temperature
Room temperature

Specimen Stability
Room temperature: 72 hours
Refrigerated: 72 hours
Frozen: Unacceptable

The Test Directory streamlines access to relevant test information such as:

- Test & CPT codes
- Patient preparation information
- Preferred specimen collection
- Minimum volume requirements
- Collection instructions
- Transport temperatures
- Transport containers
- Specimen stability

Visit TestDirectory.QuestDiagnostics.com to begin searching



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Quest Test Directory: Quick guide

The Test Directory streamlines your search, making it easier to find, filter, and compare tests. It also offers access to an extensive library of clinical algorithms that support more informed decisions and optimized patient treatment plans.



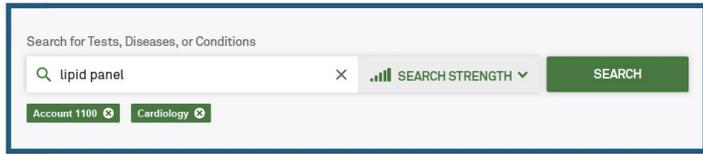
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Autocomplete and filtering

Quest's test search experience provides targeted searches by test name, diseases, conditions, test codes, and more. As soon as you begin typing, an auto-complete feature will show you similar, relevant search phrases.



Search strength and filter tags

Increase your search strength by providing account number or zip code, or filtering by specialty to see a narrowed down list of matching tests. Filtered selection tags appear below the search bar and make it easy to click/tap the X to turn them off.

Test Name	Lipid Panel	Lipid Panel with Ratios
Test Code	7600	19543
CPT Code(s)	80061	80061
Includes	Total Cholesterol, HDL Cholesterol, Triglycerides, LDL-Cholesterol (calculated), Cholesterol/HDL Ratio (calculated), Non-HDL Cholesterol (calculated)	Total Cholesterol, HDL Cholesterol, Triglycerides, LDL-Cholesterol (calculated), Cholesterol/HDL Ratio (calculated), LDL/HDL Cholesterol (calculated), Non-HDL Cholesterol (calculated)
Methodology	Spectrophotometry (SP)	Spectrophotometry (SP)



Side-by-side comparisons

Choose up to 3 tests from your search results to quickly view a side-by-side comparison of test features, including reference ranges, specimen types, testing method, and more.

Visit TestDirectory.QuestDiagnostics.com to begin searching

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How to monitor test updates and changes

Easily manage test changes important to you with this flexible online tool that provides best-in-class features for accessing new test information, test updates, and changes based on specific account utilization.

Get the test update data you need in the format you want with IntelliTest Manager

- View test change documents online, 24/7
- Manage recipients of email notifications about lab updates
- Export information in the product-specific format specified by your EHR or LIS vendor
- Filter and browse tests by specific client utilization
- Filter by utilization of multiple accounts
- Browse and perform keyword search across all updated tests
- See test update history with effective date range
- See detailed information for updated test(s), including specimen requirements and effective dates
- Export and download a list of updated tests to Excel or PDF
- Update notification available by email
- Interface mapping information provided, including LOINC
- Customize the view by selecting and hiding data fields
- See pricing messages for price matching due to test code changes
- Sort information based on the following: new tests, CPT code, specimen requirements, transport temperature, specimen stability, reference range or methodology
- Browse and print new test offerings

Visit IntelliTestManager.com 

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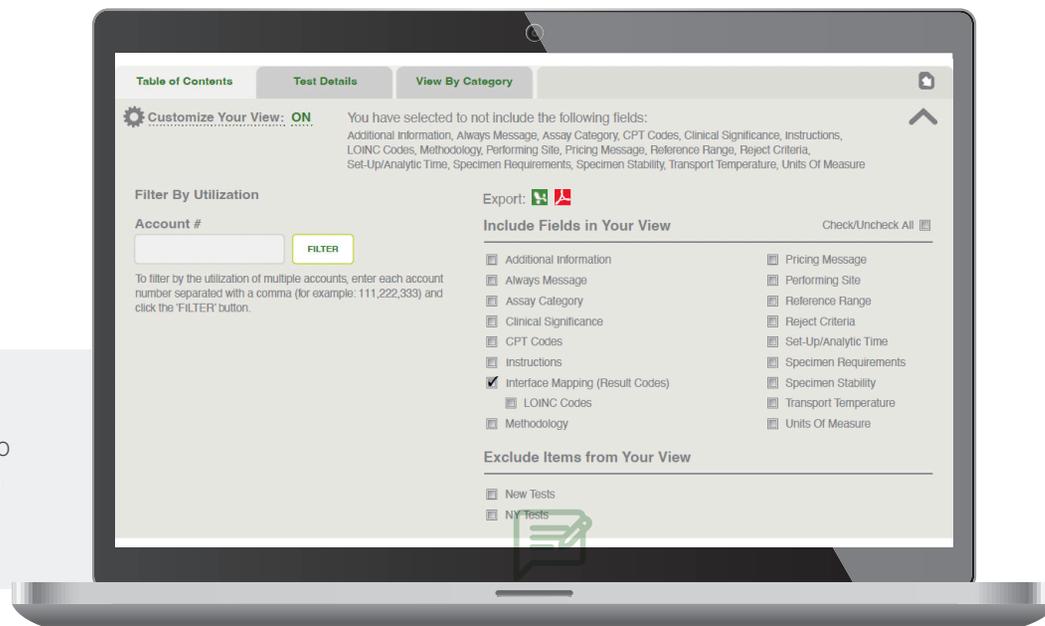
How to get started

- 1 Visit IntelliTestManager.com
- 2 Log in by entering your:
 - Client Account Number
 - 5-digit Zip Code
 - Lab

NOTE

National account holders must enroll every relevant business unit to receive all their lab updates through IntelliTestManager.

Customize your view



For questions or support:

Email: IntelliTestManager@QuestDiagnostics.com

Call: 1.800.697.9302

Visit IntelliTestManager.com



Collecting and handling specimens

The quality of any laboratory test result is dependent on many variables, the first of which begins with you. Your care, skill, and knowledge when preparing the patient and collecting and handling the specimens are essential to the delivery of the highest quality standards for testing and services. At Quest Diagnostics, we want to work alongside you and your staff to deliver high-quality diagnostic testing and results for you to use with your patients.

This section provides details on the guidelines and procedures associated with collecting, labeling, and packaging specimens, as well as an understanding of factors that can compromise specimens and how to avoid incomplete testing errors.



Reach out to your Quest representative or refer to the Test Directory for expanded instructions on laboratory specimen collection, handling, and transport.

Checklist

- Bookmark the Quest Test Directory at [TestDirectory. QuestDiagnostics.com](https://www.questdiagnostics.com/TestDirectory) to find collection, packaging, and storing instructions

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Specimen requirements

Specific specimen requirements for each test are listed in the Test Directory. Specimen requirements include information such as specimen volume, collection and transport containers, as well as transport temperature. If additional information is needed for the interpretation of the test results or there are specific instructions for patient preparation, they are listed along with specimen requirements.

Minimum volume requirements

It is critical that an adequate specimen volume is submitted for analysis. Test volumes listed in the Test Directory allow for multiple test determinations. The minimum volume allows for a single test including instrument dead volume. Adequate specimen volume for each test requested should be submitted to Quest Diagnostics to avoid delays in processing and to expedite turnaround time.

Health and safety precautions

Specimens must be handled in a safe manner and according to applicable legal requirements or guidance. Information on safe specimen handling may be obtained from the US Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC).

In handling human specimens, the goal is to protect healthcare workers and ancillary staff such as transportation as well as the general public from exposures. Besides using universal precautions, customers should, prior to sending a specimen to Quest Diagnostics, ensure that there is no leakage from or visible contamination outside the specimen container and that there are no needles or other sharps in the package that could cause injury or pathogenic exposure to anyone handling or opening the package and inner containers. Quest Diagnostics reserves the right to refuse to accept any transports that pose a safety hazard to its employees.

Collection supplies

Specimens collected and/or transported in expired collection or transport devices will be rejected by Quest Diagnostics. Please routinely check to ensure your supplies are not outdated.

Frozen specimens

Frozen specimens cannot be split for other tests. The recommended procedure for submitting frozen specimens is “one (1) aliquot tube for each test order.” If more than one test is ordered on a single frozen sample, we will call you to authorize which of the tests ordered you want performed before testing can proceed.

Visit the Quest Test Directory at TestDirectory.QuestDiagnostics.com for specific testing details 

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Serum and plasma

Draw a sufficient volume of whole blood to obtain the required serum or plasma volume after centrifugation (approximately 2 ½ times more for whole blood).

Plasma and whole blood

For plasma and whole blood, completely fill the tube to eliminate dilution from the anticoagulant or preservative; immediately mix the blood by gently and thoroughly inverting the tube 10 times. Separate plasma by centrifugation. Transfer plasma to a plastic tube and label the tube as “plasma.”

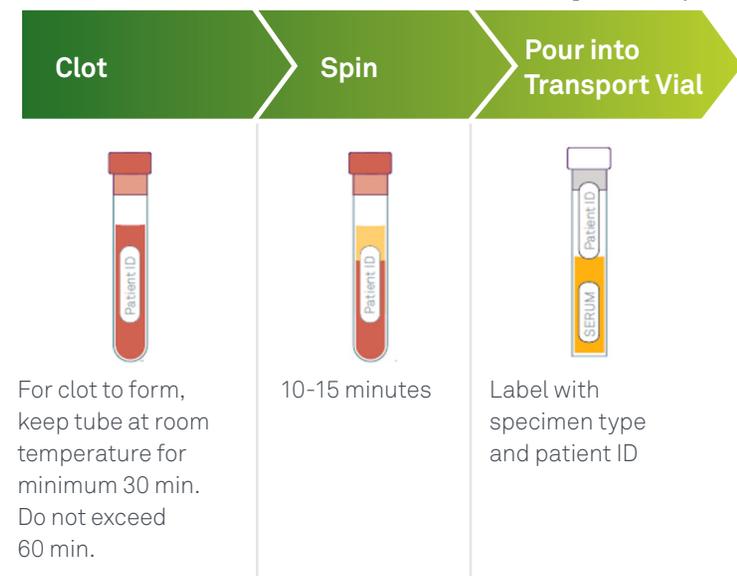
Serum

Gently invert the tube 8 times after filling; allow the blood to clot for at least 30 minutes in a vertical position and separate by centrifugation.

- 10 minutes for horizontal spin centrifuges
- 15 minutes for fixed-head centrifuges

Separation

For serum (no gel) tubes only.



For other blood, serum or plasma separation instructions, see the Specimen Collection and Handling section of this directory.



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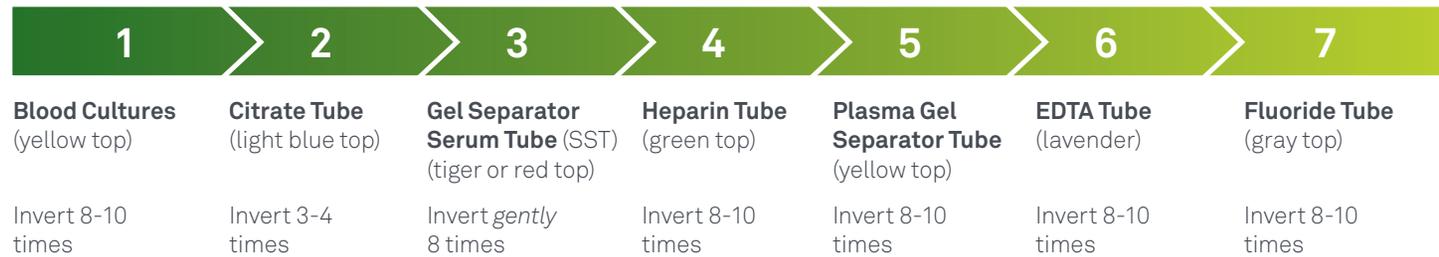


General guidance

Order of draw

Order of draw

In order for a blood specimen to be appropriate for testing, it must be drawn in a specific order. The following “Order of Draw” procedure must be followed to ensure a suitable blood specimen is obtained and to avoid cross contamination of specimens with additives from a previous tube or container. The required Order of Draw and inversion frequencies are:



- Allow the SST and red top serum tubes (#3, above) to clot for a minimum of 30 minutes, but no longer than 60 minutes, before centrifugation
- Tubes should be allowed to clot in a vertical position (eg, in a test tube rack) at room temperature unless otherwise noted
- If your centrifuge is a swing bucket centrifuge, spin the SST and serum tubes for 15 minutes at 2,200 RPM

Collection: Other collection

Urine collection

Urine collections require providing specific instructions to the patient. Clean catch patient instructions are detailed in the [Quest Diagnostics Directory of Services](#).

Tissue collection

Ensure that tissue specimens are covered completely in 10% formalin. For further details about collection and preparation of tissue specimens, refer to the [Quest Diagnostics Test Directory](#).

Comprehensive collections

Collection procedures for trace elements, cultures, and toxicology specimens can be found in the online [Quest Diagnostics Test Directory](#).



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Labeling: Test requisitions

Specimens must be accompanied by a paper requisition, prepared either by hand or printed from an electronic ordering system.



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The requisition, at a minimum, should contain the following information:

- Adequate patient identification information (eg, name, address, telephone number, medical record number)
- Patient gender
- Patient date of birth, or age
- Name and address of physician ordering the test
- Test(s) requested
- Date of specimen collection, when appropriate
- Source and type of specimen and time of collection, when appropriate
- Clinical information, when appropriate

Requisition instructions

- 1 Complete the “Patient Information” section
- 2 Indicate which party will be responsible for payment in the “Bill To” section
- 3 If applicable, complete the “Insurance Information” section
- 4 Select the tests to be performed
- 5 Enter the ICD diagnosis code that reflects the patient’s symptoms, condition, or diagnosis and provide medical justification for the tests ordered



Ensure all tests for a single specimen are requested either through a manual requisition or through the interface. **DO NOT request both manual and interfaced tests on the same specimen.**

Labeling: Specimen labels

Avoid delays in lab testing and disruptions to your practice by ensuring patient specimens are labeled correctly.



Improper labeling of patient specimens may result in test cancellations.

All specimen containers must be labeled with appropriate patient identification in order to be tested. Specimens with missing patient identification will not be tested. If a significant discrepancy is noted with the patient information provided on the specimen and the laboratory order, your facility will be contacted for clarification. Specimens for HIV testing and other sensitive tests that are inconsistently labeled will not be tested.

Specimen labeling requirements

All specimens must be labeled at the time of collection with at least two patient identifiers. Each specimen must have a securely affixed label with the following information:

- 1 Patient's full name (last name, first name) or ID as it appears on the ordering requisition
- 2 A second patient identifier such as:
 - Date of birth (month/date/year)
 - Other unique patient identifier that is also on the test requisition (eg, hospital/office ID code or file number)
 - Quest Diagnostics requisition number
- 3 Date and time of collection

If you are using a Quest Diagnostics manual requisition, please use the peel off labels on the lower right hand portion of your requisition as the second identifier.

Note: Location-based identifiers are NOT acceptable as patient identifier, (eg, hospital room number or street address)

Additional instructions

- If the label is handwritten, use a ballpoint pen—do not use a felt tip pen
- If labeling a sample that is intended to be frozen, secure the label with transparent tape
- When using an electronically generated Quest Diagnostics test requisition, place the label lengthwise on the tube
- If using a manual test requisition, remove a self-stick label from the bottom of the pre-printed paper test requisition and affix this label to the specimen transport container so that the label does not cover the handwritten patient name

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Packaging and storage: Packaging guidance

All specimens must be packaged appropriately prior to transport to the laboratory for testing.



STEP 1	STEP 2	STEP 3
<p>Fold</p> <p>Fold the test requisition in half widthwise (top to bottom) with the patient's name and bar code facing out on the clear side.</p> 	<p>Bag</p> <p>Bag specimens by temperature type in specimen bags designated for each storage temperature (room temperature, refrigerated, or frozen). Do not mix interfaced specimens with manually ordered specimens—they must be packaged separately.</p> <ul style="list-style-type: none"> • For interfaced requisitions: Send a separate manifest for each temperature type of specimen • For manual requisitions: Package manual requisitions individually (one patient per specimen bag) <p>The specimen transport bag has two pouches. Place the specimen container(s) in the front pocket. Insert the requisition into the rear pocket with the bar code visible in the bottom corner of the bag.</p>	<p>Seal</p> <p>Remove the protective strip and seal the specimen bag.</p> <p>The protective strip must not obstruct the bar code. This will protect the test requisition from leakage and help ensure that the patient information can be entered directly into the laboratory computer by scanning of the bar code.</p>

Visit the Quest Test Directory at TestDirectory.QuestDiagnostics.com for specific testing details



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Packaging and storage: Special specimen packaging

There are specimens that require special handling and packaging. Visit the [Test Directory](#) to ensure the specimens are appropriately packaged and stored at the correct temperature prior to transport to the laboratory for testing.



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Frozen specimens

Frozen specimens should be transported in plastic screwcap containers only. Frozen specimens must be placed in a separate specimen bag along with a separate test requisition.

Specialty specimens

Specialty specimens are tests that require special handling (“infectious”).

These specimens must be separately bagged and/or boxed in accordance with all existing protocols on safety and hazardous material shipment.

Packaging and storage: Storage temperatures

All specimens must be packaged appropriately and stored at the correct temperature prior to transport to the laboratory for testing. Refer to the online [Test Directory](#) for information on specimen storage temperatures.



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Storage temperatures are defined as:



Ambient/room temperature
(15–30 °C)



Refrigerated
(2–10 °C)



Frozen
(-20 °C or colder)

Compromised specimens: Factors

Specimen integrity is imperative to achieve quality test results

Your care, skill, and knowledge when collecting and preparing the patient and specimen are essential to accurate and timely results.

Here are various factors that can compromise patient's specimens and assays, examples of inaccurate results, and common error messages.



Common compromised specimen causes

Additional common causes

Inaccurate results and error messages

Hemolysis

Hemolysis occurs when the erythrocytes are ruptured and release their contents into the serum or plasma. The hemolyzed serum or plasma will look light pink to bright red. Hemolysis, even in small amounts, may alter test results markedly, particularly potassium and LDH. Grossly or moderately hemolyzed specimens may be rejected.

Causes of hemolysis include:

- Small needle used to collect specimen
- Difficult phlebotomy
- Placing red top tubes in the refrigerator without allowing 30 minutes at room temperature for complete clotting
- Vigorous shaking of specimens
- Storing specimens in excessive heat or in a refrigerator that is too cold

Specimens collected with outdated supplies

Please check routinely to ensure that your supplies are not outdated. All specimens received in expired collection or transport tubes will be rejected by Quest Diagnostics.

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Additional common causes

Inaccurate results and error messages

Lipemia

Excessive lipids in the blood produce a cloudy or milky specimen. Moderately to grossly lipemic specimens may invalidate many test results. Lipemic specimens may be the result of a recent meal prior to the blood collection. Follow the general rules of fasting before a blood specimen is obtained (eg, the patient should have nothing to eat or drink, except water, for 8-12 hours prior to the draw).

Hyperbilirubinemia

Icteric serum or plasma will appear dark to bright yellow. Icterus may affect some results. To ensure quality we may request another specimen be collected for analysis.

Quantity Not Sufficient (QNS)

Each assay requires a minimum amount of specimen required to perform the test accurately. If we do not receive enough of a specimen to meet the minimum volume requirements, we will not perform the test. For serum or plasma specimens, please draw more than the amount requested in our specimen requirements (for example, 2 ½ times more than the requested volume). If you suspect a specimen will be QNS, list tests in order of priority.

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Compromised specimens: Factors

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Your care, skill, and knowledge when collecting and preparing the patient and specimen are essential to accurate and timely results.

Here are various factors that can compromise patient's specimens and assays, examples of inaccurate results, and common error messages.



Common compromised specimen causes	Additional common causes	Inaccurate results and error messages
<p>Common examples of inaccurate results and error messages include</p> <ul style="list-style-type: none"> • Falsely elevated potassiums • Falsely decreased glucoses • “Specimen received unspun” comment on reports • “Quantity not sufficient” (eg, QNS) comments on reports • Falsely elevated lactate dehydrogenase levels • “Red blood cells present in specimen” comment on report 		

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Compromised specimens: TIQs and TNP

When Quest cannot complete testing due to insufficient information, incorrect ordering, test cancellations, or compromised specimens, then TIQs and TNPs are issued. Properly collecting and preparing patient blood specimens can minimize errors or inaccurate results and reduce test delays or cancellations.



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Test in Question (TIQ)

Test Not Performed (TNP)

Test in Question (TIQ): Test was not completed because the lab didn't have enough information to process it

Examples:

- Incorrect test ordering - Physician sent two specimens but ordered only one test
- Amount of specimen collected was not sufficient or viable
- Mislabeled

Fax notifications for Test in Question (TIQ) are sent when Quest needs responses to move forward with specimen testing. To prevent further delays in testing and resolve please respond immediately.

Patient Information	Specimen Information	Client Information
	Specimen: Collected: Received: Faxed:	Client #:

Test Name	In Range	Out Of Range	Reference Range	Lab
TEST IN QUESTION - NO TEST FOR CONTAINER				CB

QUESTION/PROBLEM:
No test(s) are indicated on the requisition for the following specimen(s).
SPECIMEN(S) RECEIVED: APTIMA ORANGE TOP
RESOLUTION:

To prevent further delays in testing and to resolve the questionable order please contact us immediately by visiting www.QuestConnect.com, logging on to CARE 360, or by faxing your resolution to 630-595-6024.

PERFORMING SITE:
CB QUEST DIAGNOSTICS WOOD DALE 1355 MITTEL BOULEVARD WOOD DALE IL 60191-1004 MERICAL DIRECTOR: ANTHONY V. THOMAS, MD CLIA NO: 14D0417052

Compromised specimens: TIQs and TNPs

When Quest cannot complete testing due to insufficient information, incorrect ordering, test cancellations, or compromised specimens, then TIQs and TNPs are issued. Properly collecting and preparing patient blood specimens can minimize errors or inaccurate results and reduce test delays or cancellations.



Test in Question (TIQ)

Test Not Performed (TNP)

Test Not Performed (TNP): Tests were not performed because it was not possible to do so, or the order was canceled

The TNP report will aggregate the data and designate categories with standard messaging to understand the reoccurring cause. Using this report to identify the problem can help find a solution.

Common examples of TNP message categories

- Accident
- Add-on
- Billing
- Client
- Condition
- Demographic
- Entry error
- General
- Health Plan
- Internal only
- Lab error
- Label
- Lost
- No patient impact
- No specimen
- PDM
- QNS
- Referral
- Reflex
- Specimen condition
- Technical issue
- Test specific
- Transport
- Vendor
- Wrong specimen

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Specimens that are considered irreplaceable include (but are not limited to):

- Tissue for non-AP tests
- Tissue for Anatomic Pathology (AP) testing (histology)
- Bone marrow
- Fine needle biopsies/aspirations
- Body cavity fluids (amniotic, pleural, synovial, ascites)
- Products of conception (for chromosome analysis)
- Lavages, washings, or brushings
- Cerebrospinal fluid
- Cord blood
- Kidney stones
- Meconium for drug screening
- Zika Virus RNA Qualitative Real-Time RT-PCR sample

Label specimen and requisition

Indicate the type of specimen on the specimen label and on the requisition.

- Bone marrow tissue
- Amniotic fluid
- Pleural fluid
- Peritoneal fluid
- Pericardial fluid
- Synovial fluid
- Other tissue
- CSF (spinal fluid)

Specimen packaging

- All irreplaceable specimens should be packaged, stored and transported in a purple irreplaceable specimen bag to ensure proper handling and identification at the time of collection
- If you need to submit an irreplaceable specimen and have no more purple bags, keep the specimen separated from other routine specimens during pickup
- To order purple irreplaceable specimen bags, follow your normal supply ordering process

Irreplaceable specimen log

An irreplaceable specimen log will be processed by the courier and will include:

- Account name and number
- Patient's name
- Date
- Type of specimen(s)
- Quantity per patient
- Item number

Specimen transport and logistics

At Quest, our goal is to help you simplify practice operations so you have more time to focus on enhancing the patient experiences that can lead to healthier outcomes.

This section provides details on the guidelines and procedures associated with holding, securing, and transporting specimens, as well as Quest’s convenient way to schedule specimen pickups online through Quantum Lab Services Manager.

Online pickup is simple to use and will regularly save you time. It’s also available anytime to fit into your workflow and will help you streamline your operations. You can view and manage your requested pickups, and schedule office closures to automatically cancel prescheduled (recurring) pickups on specific days.



Your organization may have arranged a standard specimen pickup arrangement for your account. **Check with your Quest representative to confirm next steps.**

Checklist

- Confirm your organization’s specimen pickup arrangement with your Quest representative
- To save time, use the 1-click option in Quantum Lab Services Manager for frequently requested pickups

Scheduling pickups: Options

There are several available options for scheduling specimen pickups

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→

Scheduled during onboarding

Scheduling after onboarding

Will call and regularly scheduled

During account setup, your organization may have worked with Quest to schedule a time for your first specimen pickup.



Check with your Quest representative to confirm

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Watch our short video to walk you through the specimen pickup process at [HowToScheduleAPickup.com](https://www.questdiagnostics.com/HowToScheduleAPickup.com)



Scheduling pickups: Options

There are several available options for scheduling specimen pickups



Scheduling during onboarding

Scheduled after onboarding

Will call

By phone:

Call 1.866.MYQUEST (1.866.697.8378)
or contact your Quest representative

Online:

Schedule ad hoc specimen pickups
through Quantum Lab Services Manager

Stat specimen pickup:

Call 1.866.MYQUEST (1.866.697.8378)

Note: When requesting an additional or STAT specimen pickup, record the confirmation number issued by the dispatcher onto your requisition. This number is used to track and confirm receipt.

Regularly scheduled

By phone:

Call 1.866.MYQUEST (1.866.697.8378) or
work with your Quest representative to
identify required collection days and pickup
schedule based on the specimen type

Watch our short video to walk you through the specimen pickup process at [HowToScheduleAPickup.com](https://www.questdiagnostics.com/HowToScheduleAPickup.com)

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Scheduling pickups: Overview

Avoid more phone calls or waiting on hold to speak to the correct person



Save time with online pickup and will call scheduling. It's easy to use, fits into your workflow, and can help you streamline your operations.



Simple 4-click scheduling



Available 24/7 with no need to wait on hold for a dispatcher during peak call times



Ability to **schedule, modify, or cancel** your request electronically



Available from your **smartphone, tablet, or computer**



Confirmation that your pickup was scheduled successfully



1-click option for frequently requested pickup, saving you even more time

Watch our short video to walk you through the specimen pickup process at [HowToScheduleAPickup.com](https://www.HowToScheduleAPickup.com)

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Scheduling pickups: Quick guide

Quest's online specimen pickup option offers quality and convenience



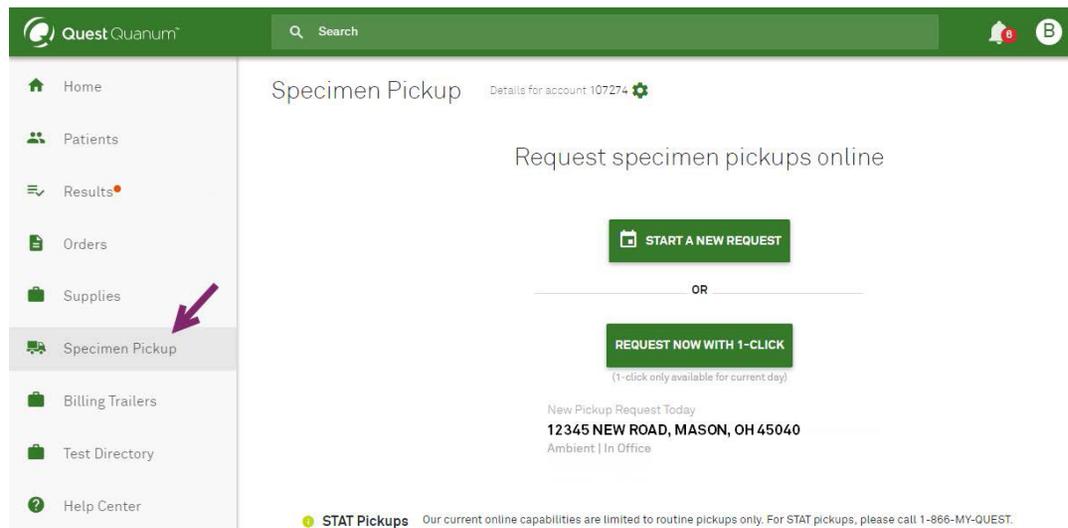
Step 1

Step 2

Step 3

Step 4

- 1 Access [Quantum Lab Services Manager](#) and click *Specimen Pickup* in the left navigation pane. From the Specimen Pickup page you can create a new ad hoc pickup request, submit a 1-click request (if defined), or access the current pickup schedule for your account.



Requires Microsoft Edge™(Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click [Help Center](#).

Scheduling pickups: Quick guide

Quest's online specimen pickup option offers quality and convenience



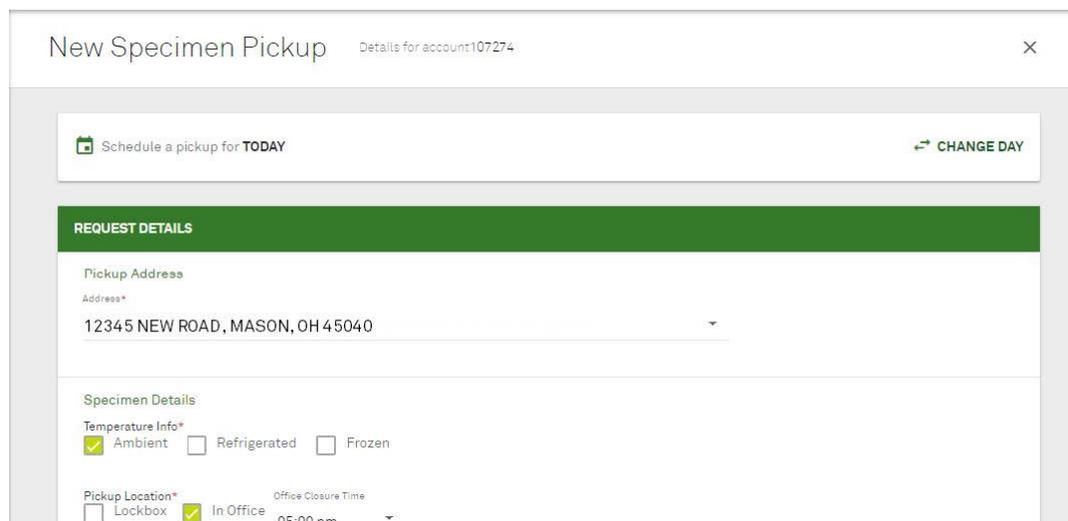
Step 1

Step 2

Step 3

Step 4

- 2 To create a new pickup request, click *Start a New Request*. On the *New Specimen Pickup* page, select the desired pickup details and click *Submit*.


NOTE

If the *Indicate Pickup Time* option is available, click and select the time before or after which the pickup should occur.

Requires Microsoft Edge™ (Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click [Help Center](#).

Scheduling pickups: Quick guide

Quest's online specimen pickup option offers quality and convenience



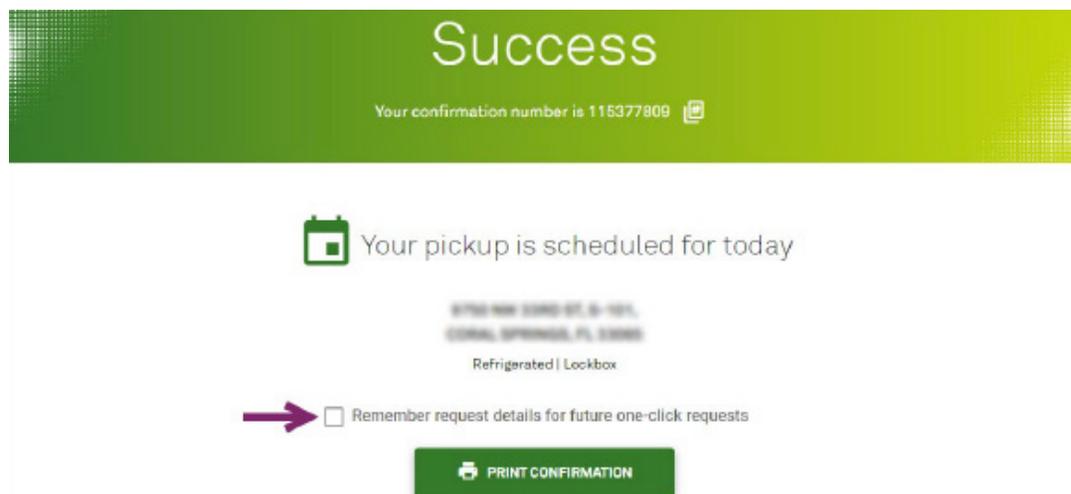
Step 1

Step 2

Step 3

Step 4

- 3 To save the current request for future ordering with a 1-click request (from the *Specimen Pickup* page), select the *Remember request details for future one-click requests* check box, and confirm the details.



Requires Microsoft Edge™ (Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click [Help Center](#).

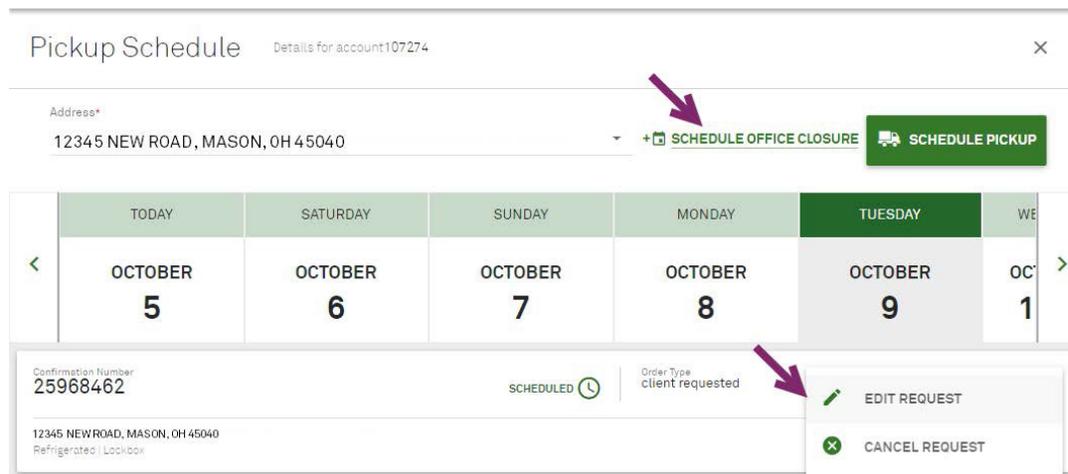
Scheduling pickups: Quick guide

Quest's online specimen pickup option offers quality and convenience



Step 1 Step 2 Step 3 **Step 4**

- 4** To access your pickup schedule, click *View & Modify Schedule* on the *Specimen Pickup* page. You can view scheduled pickups (by day), edit or cancel pickup requests, or schedule an office closure (which automatically cancels regularly scheduled pickups).



Pickup Schedule Details for account107274

Address*
12345 NEW ROAD, MASON, OH 45040

+ SCHEDULE OFFICE CLOSURE SCHEDULE PICKUP

TODAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY
OCTOBER 5	OCTOBER 6	OCTOBER 7	OCTOBER 8	OCTOBER 9	OCTOBER 10

Confirmation Number
25968462

SCHEDULED  Order Type
client requested

12345 NEWROAD, MASON, OH 45040
Refrigerated | Lockbox

EDIT REQUEST
CANCEL REQUEST

Requires Microsoft Edge™ (Chromium), Google Chrome™, or Apple® Safari®. For additional assistance, click [Help Center](#).

Holding and securing specimens

Quest Diagnostics will provide a lockbox for specimens awaiting pickup by one of our Logistics Representatives however, customers are responsible for the security of specimens prior to pickup. **Call 1.866.MYQUEST (1.866.697.8378) for logistical needs or specimen pickup.**

While awaiting pickup, maintain specimens at the appropriate temperature as noted under the *Transport Temperature* or other specimen requirements in the general test listing section of the online Test Directory.

Lockbox instructions

STEP 1	STEP 2	STEP 3
<p>Place each specimen in a separate Quest Diagnostics specimen bag with a copy of the ordering requisition.</p> <p>Tip: Ensure the requisition barcode is clearly visible</p>	<p>Mark each specimen bag with the correct temperature as noted in the general test listing section of our Test Directory</p> <p>Tip: If the temperature is not clearly marked, specimens will be collected and transported as ambient</p>	<p>Maintain specimens at the appropriate temperature and ensure specimens are correctly placed within the lockbox</p> <p>Tip: Use the guidance to the right to help with lockbox placement and temperature maintenance</p>

Ambient

Place ambient specimens farthest away from any cold packs or the frozen specimen pouch.

Do not place ambient specimens on top of cold specimens or in frozen specimen pouch.

Refrigerated

Place specimens in a refrigerated pouch inside the lockbox. The refrigerated pouch indicates to your Route Service Representative how to handle the specimen.

Remember to recondition the pouch for 12 hours before using it again.

Frozen

Place frozen specimens in the middle compartment of the frozen specimen pouch. The frozen pouch indicates to your Route Service Representative how to handle the specimen.

Remember to refreeze the pouch overnight before using it again.



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Transport guidelines and procedures

To ensure quality and timely lab testing, it's important that you follow the process and procedures for packaging and transporting your patients' specimens. It's important to maintain appropriate temperatures during transport to our laboratories to avoid compromised specimens, which can cause delays and test cancellations.

Transport guidelines and procedures

Needles, sharps, or medical waste

Transport guidelines and procedures

- The Quest Diagnostics courier will complete required internal documentation and prepare the specimens for transportation, ensuring that appropriate temperatures are maintained
- The Quest Diagnostics courier will use special handling procedures for all irreplaceable specimens, including tissue biopsies, bone marrow, and amniotic fluids. Documentation validating pickup of these critical specimens will be left at the customer facility and verified upon receipt at Quest Diagnostics (see [Irreplaceable Specimen Policy and Procedure](#))
- The Quest Diagnostics courier will come to your facility prepared with dry ice to maintain specimen integrity for any frozen specimens (-20 degrees C or colder). The representative will also ensure integrity of room temperature (15-30 degrees C) and refrigerated specimens (2-8 degrees C) by properly packing the specimens for transportation to the laboratory

Transport guidelines and procedures

To ensure quality and timely lab testing, it's important that you follow the process and procedures for packaging and transporting your patients' specimens. It's important to maintain appropriate temperatures during transport to our laboratories to avoid compromised specimens, which can cause delays and test cancellations.

Transport guidelines and procedures

Needles, sharps, or medical waste

Needles, sharps, or medical waste

Do not send any needles or other sharp or breakable objects. Do not send medical waste as a diagnostics specimen; it may violate the law and create a health hazard. Properly discard used needles or other sharps prior to transport. For tests requiring the submission of syringes, the needle must be removed and the syringe capped before sending to the laboratory. Ensure that there is no leakage or visible contamination outside the specimen container.

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Setting up billing and insurance

We understand that your practice is busy and managing the complexities of insurance coverage and billing can be challenging.

Our invoicing process is designed to be simple and straightforward, and we have resources to help you obtain the information you need to simplify your workflow.

Our broad health plan coverage also means you can feel confident that you are providing the care your patients need without inviting undue financial stress.

 Your organization may have already selected what billing arrangements you will leverage. **Check with your Quest representative to confirm next steps.**

Billing options are often customized based on the needs of your organization, but they generally fall into two basic categories. This section reviews how to navigate them:

PATIENT BILL

Invoices for patient testing are sent directly to patients or their insurance carriers

- Insurance
- Self-Pay

CLIENT BILL

Invoices for patient testing are sent directly to your organization

- Invoices are sent to one address for all testing across your organization
- Your account will receive your own invoice for patient testing

Checklist

- Check with your Quest rep to confirm what billing options are available to your practice
- Turn off your paper trailers and get started with Online Billing Trailers to easily view and respond to missing billing information electronically

IF APPLICABLE

For uninsured patients:

- Connect with your Quest rep to get patients signed up for Quest's Uninsured Patients Pricing Program (UPP)

For patient health plan coverage:

- Bookmark Quest's Health Plan Lookup tool (Insurance.QuestDiagnostics.com) to confirm Quest's in-network status with a patient's health plan

For Medicare patients:

- Bookmark QuestDiagnostics.com/MLCP to view current limited coverage tests, reference guides, and policy information
- Enroll in PECOS at PECOS.CMS.HHS.gov to comply with the CMS mandate that providers enroll in Medicare to order and refer services (including clinical laboratory tests) for Medicare beneficiaries

For client bill directly to your location:

- Enroll in eInvoice™ at QuestDiagnostics.com/einvoice to receive your invoices electronically after you receive your first invoice from Quest

Patient bill: Health plan coverage

Helping insured patients get quality testing at lower costs

Our broad health plan coverage means you can feel confident that you are providing the care your patients need without inviting undue financial stress.

You can also access our most up-to-date insurance lists to confirm that Quest is in-network with a patient's health plan using our [Health Plan Lookup](#) tool.



Tip

Always check with the patient for changes in insurance coverage.

Health Plan Lookup Tool: Insurance.QuestDiagnostics.com



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Patient bill: Medicare coverage

A guide to determining lab test coverage and coding for your Medicare patients

Medicare’s medical necessity parameters are complex and challenging to manage, yet failure to provide the required information when ordering tests can result in test delays, cancellations, and disruptions to your practice to provide missing information.

Important reminders

- **Check coverage:** Medicare has limited coverage policies (MLCPs) for certain laboratory tests. These tests are only considered medically necessary, and therefore reimbursable by Medicare, if ordered for patients with specific conditions
- **Check frequency:** Some limited coverage tests have frequency limitations that you should be aware of to determine coverage
- **Diagnosis codes:** Requisitions must include ICD-10 code(s) that satisfy medical necessity for the testing ordered
- **Advance Beneficiary Notice (ABN) form:** Tests that aren’t covered will require an accompanying ABN form signed by the patient. This form confirms that your patient understands they are responsible for payment

By following these guidelines you can:

- Avoid delays or cancellations to your test order
- Prevent follow-up calls to your office for additional diagnosis codes
- Notify your patients about which tests are covered and which will incur out-of-pocket expenses
- Prevent patients from being billed for tests that aren’t ordered properly



Quest Diagnostics is here to help, with practical resources that simplify the process of determining coverage and ordering tests, such as Medicare’s limited coverage tests.



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Patient bill: Medicare coverage

We offer an online resource that streamlines the process of determining coverage and coding information for Medicare’s limited coverage tests



Just follow these simple steps:

- 1 Visit [QuestDiagnostics.com/MLCP](https://www.questdiagnostics.com/MLCP).
- 2 Click on the state where your tests are being performed.* The lists of Medicare limited coverage tests (both local and national) will appear.
- 3 Scan the list to see if the test you are ordering is listed. If the test is listed, click on the link and the Medicare Coverage and Coding Guide will open.
- 4 Review the patient’s record to obtain all applicable ICD codes, and enter them on the requisition.
- 5 If the ICD codes provided are not indicated in the Medicare coverage policy, an ABN form signed by your patient must be submitted.

* Local coverage policies are determined by the Medicare Administrative Contractor (MAC) who has jurisdiction over the testing. Jurisdiction is usually determined by the state in which your performing lab resides.

On each Medicare Coverage and Coding Guide, you will find the following information:

- A** Test name and associated CPT codes
- B** States covered by this policy
- C** Frequency limitation, if applicable
- D** List of the most commonly provided ICD-10 codes and descriptions provided by physicians when ordering this test

To view the complete policy and the full list of medically supportive codes, please refer to the CMS website: www.cms.gov/Medicare/Coverage/CoverageGenInfo/Downloads/manual201610_ICD10.pdf.

This diagnosis code reference guide is provided as an aid to physicians and office staff in determining when an ABN (Advance Beneficiary Notice) form is necessary. Diagnosis codes must be applicable to the patient’s symptoms or conditions and must be consistent with documentation in the patient’s medical record. Quest Diagnostics does not recommend any diagnosis codes and will only submit diagnosis information provided to us by the ordering physician or his/her designated staff. The CPT codes provided are based on AMA guidelines and are for informational purposes only. CPT coding is the sole responsibility of the billing party. Please direct any questions regarding coding to the payer being billed.

Visit [QuestDiagnostics.com/MLCP](https://www.questdiagnostics.com/MLCP) to view current limited coverage tests, reference guides, and policy information.



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Patient bill: Medicare coverage

Enroll now to ensure continuous access to quality testing for your Medicare patients

To ensure quality testing for your Medicare patients it is mandated that physicians or non-physician practitioners are enrolled in PECOS.



Why enroll

How to enroll

Provider enrollment in PECOS is a CMS mandate

- The Patient Protection and Affordable Care Act requires that physicians and eligible professionals enroll in Medicare to order and refer services, including clinical laboratory tests, for Medicare beneficiaries
- Medicare will not pay for clinical laboratory services unless the physician or non-physician practitioner that ordered the testing is enrolled in Medicare’s Provider Enrollment, Chain and Ownership System (PECOS)
- All providers with a National Provider Identifier (NPI) number must enroll

Ensure quality testing from Quest without disruption for Medicare patients

- Quality lab testing is a vital part of your patient care. Quest Diagnostics will now only accept lab orders through Quantum Lab Services Manager for Medicare patients from providers enrolled in PECOS
- If the provider is not registered, they will need to cancel their order and enroll in PECOS before they can proceed with testing



The good news is it’s easy to enroll in PECOS—you can choose to enroll online or by mail.

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Patient bill: Enroll in PECOS

Enroll now to ensure continuous access to quality testing for your Medicare patients

To ensure quality testing for your Medicare patients it is mandated that physicians or non-physician practitioners are enrolled in PECOS.



Why enroll

How to enroll

Enroll in PECOS in 5 easy steps

- 1 Prepare for enrollment
see the “Plan ahead” checklist
- 2 Visit [PECOS.CMS.HHS.gov](https://www.pecos.cms.hhs.gov)
- 3 Complete and submit the enrollment application
- 4 After enrollment, print, date and sign the Certification Statement
- 5 Mail the signed Certification Statement within 7 days of submission to your designated Medicare contractor

Need help?

- Watch a step-by-step video on how to enroll in PECOS at [PECOS.CMS.HHS.gov](https://www.pecos.cms.hhs.gov)
- Contact the CMS External User Services Help Desk at 1.866.484.8049 or at EUSSupport@CGI.com

Plan ahead

Information you will need to complete your PECOS application:

- NPI number
- NPPES ID and password
- Personal Information (name, date of birth, Social Security number)
- Educational Information (school name, year of graduation)
- Professional License Information
 - Medical license number
 - Original effective date
 - Renewal date
 - State where issued
- Certification Information
 - Certification number
 - Original effective date
 - Renewal date
 - State where issued
- Specialty/Secondary Specialty Information
- Drug Enforcement Agency (DEA) Number
- Information About Final Adverse Actions (if applicable)
- Practice Location Information
 - Medical practice location
 - Special payment information
 - Medical record storage information
 - Billing agency information (if applicable)
 - Any federal, state, and/or local professional licenses, certification and/or registrations required for practice
- Electronic Funds Transfer documentation

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Patient bill: Self-pay

Helping your patients stay up to date with their lab fees



If your patients have questions about how billing will work when they visit a Quest patient service center (PSC), here is some information about our basic patient billing structure.

Easy Pay

A simple way for patients to pay for their portion of lab testing during their visit.

Patients don't need to worry about writing a check and mailing payments. We make it easy and convenient, so your patients won't receive a bill later.

- Patients should present their credit card or health savings card during their visit. We accept all 4 major credit cards, debit cards, and health savings cards
- Patients will approve a maximum charge to their card, which will only be made if a balance remains after their insurance provider processes their claim
- If the balance is more than the patient authorized at the time of service, we will bill the patient for the remaining lab fees
- Quest Diagnostics will notify patients by email when their credit card has been charged if they provided an email address

Past due balance

Patients must settle any past due balance before new services can be provided at a PSC.

Patients with a past due balance from a previous service will be required to make a payment before they can receive future services.

- For patients' convenience, we accept all 4 major credit cards, debit cards, health savings cards, checks, or money orders

Uninsured patient pricing

Full payment is due at the time of service for uninsured patients at PSCs.

- Uninsured patients may receive a discount of 40%-50% off standard prices on most testing through the Quest Diagnostics Uninsured Patient Pricing (UPP) program
- The UPP program is only available through participating providers who sign their patients up for access. To learn more about UPP, providers should connect with their Quest representative
- Patients cannot sign up for UPP at a PSC
- We accept all 4 major credit cards, debit cards, checks, or money orders



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Client bill: Overview

Your account receives an invoice

We've simplified our billing processes to help streamline your workflow at your busy practice. Your organization may have chosen to structure your billing arrangement so that your account will receive an invoice for your patient testing. If so, Quest will be billing your account directly.

Payment is due by the date reflected on your bill. Most payments are net 15 days unless otherwise stated.

- Payments should be made via electronic or manual check
- The preferred method of payment is through our new simplified electronic invoicing process, eInvoice™
- Invoices are considered to be correct unless notification of an error is made within 30 days of receipt
- Transfers and re-billings can be submitted using a Transfer Request Form or at QuestDiagnostics.com/eInvoice. Transfer requests must be made within 30 days of receipt
- Quest Diagnostics can bill patients and third party carriers directly, provided that complete billing information is provided

Note: In some cases, tests performed at Quest Diagnostics may require additional charges. These include processing fees, reflex tests, and multi-component identification. Additional charges may also be made for STAT testing, titers specimen collection at a Quest Diagnostics patient service center, and the transportation of specimens to laboratories outside of Quest Diagnostics. Refer to the digital Directory of Services for additional information.

Your organization receives an invoice—not your account

Your organization may have chosen to structure your billing arrangement so that invoices will be sent to one address for testing across all locations. So Quest will not be billing your account directly.



In this case, **connect with your Quest representative** to confirm the details of your billing arrangement



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Client bill: eInvoice

eInvoice overview

After you receive your first invoice from Quest, you can enroll with eInvoice to receive future invoices electronically. You will be notified each month when new invoices are available.



Why enroll

How to enroll

Enhanced account management

- Access your account 24/7
- One sign on for all accounts
- Electronic payments/payment scheduling
- Store payment information
- Manage discrepancies/disputes
- Enhanced email notifications
- Transfer credits between open invoices
- View historical activity, account aging, account balances, open invoices, and adjustments

Paperless invoices

- Reconcile invoices online for increased patient information security
- Receive email notifications when new invoices are generated
- Print, email, and download invoices as PDFs
- View or download invoices in Excel CSV format

Seamless billing

- Bill payers and patients in one convenient application

For more information visit [QuestDiagnostics.com/einvoice](https://www.questdiagnostics.com/einvoice)



Client bill: eInvoice

eInvoice overview

After you receive your first invoice from Quest, you can enroll with eInvoice to receive future invoices electronically. You will be notified each month when new invoices are available.



Why enroll

How to enroll

- 1 Visit QuestDiagnostics.com/eInvoice
- 2 Complete the required fields:
 - Lab code (The 3-letter code found on your paper invoice)
 - Client Account Number
 - Client Billing Zip Code
 - Invoice Number
- 3 Create a user ID and password and complete your user information

For more information visit QuestDiagnostics.com/einvoice



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Reduce paper trailer overload and save time

Many practices receive missing information requests—or trailers—from Quest Diagnostics weekly, or even daily, by mail or fax. Responding to each trailer manually can be time consuming and disruptive to practice workflow. Quest offers Online Billing Trailers to all accounts, allowing you to easily view and respond to missing billing information electronically. Online Billing Trailers are available through Quantum Lab Services Manager.

With Online Billing Trailers, you can:

- Know sooner when a lab order is missing required information
- Resolve billing requests in real time so you can close out the order
- View all outstanding lab orders in 1 place
- Sort by category of missing information (eg, ICD-10 codes, NPI#) or by ordering provider
- Submit the requested information electronically
- Confirm that the information you input will resolve the issue
- Streamline workflow, with all missing information requests in one place
- Reduce paperwork and disruptions, with less faxing of information
- Minimize duplicated efforts by identifying outstanding requests quickly
- Prevent billing patients for tests that aren't ordered correctly
- Locate missing information quickly with tools like the Limited Coverage Policy (LCP) Lookup Tool (accessible in Quantum Lab Services Manager)

Turn off your paper trailers and get started with Online Billing Trailers today.

Visit [QuestDiagnostics.com/etrailer](https://www.questdiagnostics.com/etrailer) for more information



Help for Medicare Limited Coverage Policy (MLCP)-related errors

Medicare's MLCP tests are considered medically necessary only if the patient has certain medical conditions, symptoms, or diseases. Medicare carriers determine medical necessity by considering the diagnosis information provided by the ordering physician. If a limited coverage test is not considered medically necessary by Medicare, the order must be accompanied by a signed, valid Advanced Beneficiary Notice (ABN). Prevent ordering errors and avoid disruptive missing information requests. **Visit [QuestDiagnostics.com/mlcp](https://www.questdiagnostics.com/mlcp) for support in understanding MLCP guidelines.**

Online Billing Trailers: Quick guide

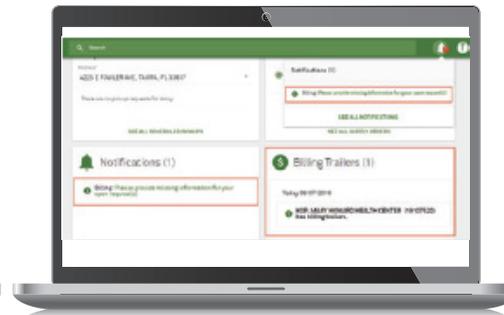
Avoid disruptions and simplify daily tasks with Online Billing Trailers

Lab order errors can be accessed and resolved easily through Quantum Lab Services Manager.

Here's how it works:



- 1 Log in to Quantum Lab Services Manager:
 - Visit [QuestDiagnostics.com/QuantumHCP](https://www.questdiagnostics.com/QuantumHCP)
 - If you don't have an account, create one by clicking on *Get Access Now*



- 2 The Online Billing Trailers application is now accessible via a link in *Notifications*, or on the Home page when trailers are available.



- 3 Once you are within Online Billing Trailers, the summary page features all orders requiring additional information. From here, you can identify which billing requirements are missing and submit the information to Quest.

Visit [QuestDiagnostics.com/etrailer](https://www.questdiagnostics.com/etrailer) for more information



Assisting your patients

Enhanced customer service for a better diagnostics journey

At Quest Diagnostics, we understand the importance of engaging patients through greater access, convenience, and superior experiences. And we're committed to offering solutions that help providers remove complexities and improve convenient patient access to affordable testing services.

To help boost patient engagement and compliance, MyQuest® is a free digital tool that empowers patients to stay involved with their care wherever they are.

We also offer the most extensive clinical testing network in the United States, operating laboratories in most major metropolitan areas. And with ~7,400 patient access points nationwide, we can efficiently and effectively meet the needs of both clinicians and patients.

This section reviews how you can help your patients:



Leverage the power of **MyQuest** to manage their health



Navigate Quest's **patient service centers** to complete their lab testing

Checklist

- Visit [QuestDiagnostics.com/Locations](https://www.questdiagnostics.com/Locations) to find the patient service centers closest to you
- Let your patients know about the MyQuest Patient Portal ([QuestDiagnostics.com/MyQuest](https://www.questdiagnostics.com/MyQuest))
- Advise your patients that lab testing appointments are prioritized over walk-ins
- Ask your Quest representative for pocket brochures for your patients to assist them with scheduling appointments and navigating patient service centers



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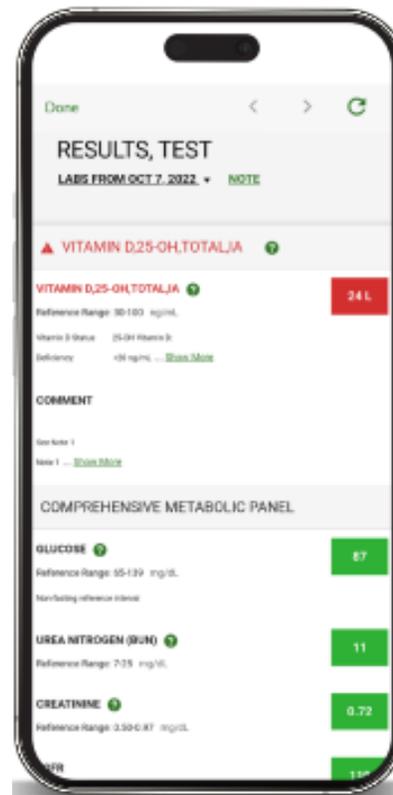
Getting set up with MyQuest: Overview

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MyQuest keeps patients on track and in control

- 
Test on their time
 Patients can easily find a Quest patient service center near them. And they can schedule lab appointments online so they have little to no wait time.
- 
Get fast results online
 Patients can receive straightforward lab test results directly in their MyQuest portal. They'll get them as soon as they are ready.
- 
Spot changes in their health
 Patients can track their lab test results over time to build their personal health history. It's clear to see if results are in a healthy range. And seeing trends can help you and your patients plan next steps.
- 
Connect with health apps
 Patients can add Quest lab results into other digital tools they're using to track their health, such as the Apple Health app.



MyQuest®

- 
Manage bills
 Patients can get convenient notifications when their bill is ready. And pay online with just a few clicks in our secure portal.
- 
Share results
 Patients can give their care team access to all their lab results so they have visibility into their overall health.
- 
Set up communication preferences
 Patients can select which notifications and updates they'd like from Quest and how they would like to receive them.
- 
Support their family's health
 Patients can request access for a loved one's MyQuest account to help them manage appointments and lab results.

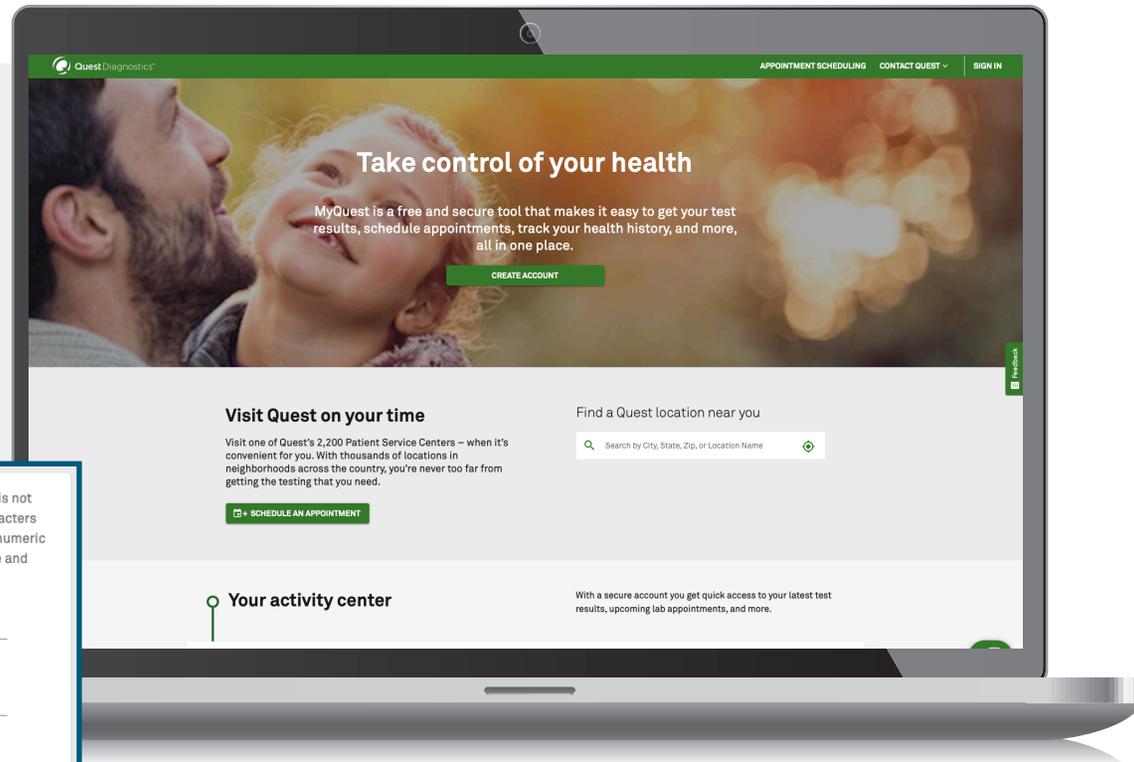
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Patients can access all of MyQuest features by signing up—
it's fast and free



How patients sign up

- 1 Visit [QuestDiagnostics.com/myquest](https://questdiagnostics.com/myquest)
- 2 Click *Create Account*
- 3 Enter a username and password



Username must be at least 8 characters long and is not case sensitive. Passwords must be at least 8 characters long and contain at least one alphabetic and one numeric or special character. Passwords are case sensitive and cannot be the same as the Username.

Username *

Password *

Re-Type Password *

NEXT

Already have an account? [SIGN IN](#)

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Navigating patient service centers: Overview

The power of appointments: ensure priority care for your patients

When your patients need lab testing, they deserve priority care in a safe environment at a convenient time. Letting them know that appointments are prioritized over walk-ins can improve your patients' experience by helping guarantee they will have a faster, safer visit.



Appointments take priority over walk-ins



Appointments are strongly encouraged. Walk-ins may face a long waiting period and may be accommodated during the next available appointment opening, but cannot be guaranteed same-day service.



When booking an appointment, patients get helpful appointment reminders and have control to reschedule or cancel at [QuestDiagnostics.com/locations](https://www.questdiagnostics.com/locations).

More convenient for your patients and shorter, safer wait times

- Appointments ensure our team is ready to take care of your patients when they arrive for their visit
- With an appointment there is little to no wait time. If waiting is necessary, patients can choose to wait outside, using Quest's mobile check-in to receive a text alert when it is their turn

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Navigating patient service centers: Quick guide

How to schedule appointments

Whether a patient is getting lab work done, dropping off a specimen, or picking up a container at a Quest patient service center, scheduling an appointment is their best option.

Patients can schedule appointments 3 different ways:

Visit website

Use MyQuest app

Call

- 1 Go to QuestScheduling.com/Appointment
- 2 Click *Schedule Appointment*
- 3 Choose to sign in to MyQuest, create a new MyQuest account, or continue as a guest
- 4 Complete appointment details:
 - Reason for visiting
 - Select a location, date, and time
 - Info about the person being tested
 - Insurance info



Your **Quest representative** can provide detailed guidance on how your patients can schedule appointments and navigate patient service centers.

A pocket guide and STAT guide are available for patients in 6 different languages to assist with:

- How to make an appointment
- How to check in at a PSC
- What to do if they're a walk-in
- And other helpful tips

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Patients can schedule appointments 3 different ways:

Visit website	Use MyQuest app	Call
<ol style="list-style-type: none"> 1 Log in to the MyQuest app 2 In the Locations section, search for appointment locations and click <i>Schedule Now</i> 3 Complete appointment details: <ul style="list-style-type: none"> • Reason for visiting • Select a location, date, and time • Info about the person being tested • Insurance info 		



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Navigating patient service centers: Quick guide

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Patients can schedule appointments 3 different ways:

Visit website	Use MyQuest app	Call
<p>1 Call 1.888.277.8772</p> <p><i>For free language assistance services, call 1.844.698.1022</i></p>		



Your **Quest representative** can provide detailed guidance on how your patients can schedule appointments and navigate patient service centers.

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Navigating patient service centers: Check-in

Our patient service center check-in process is easy and convenient



Patients with appointments:

Quicker service with little to no wait times—appointments help ensure our team is ready to take care of your patients when they arrive for their visit

- 1 Patients will locate the check-in kiosk near the entrance of the PSC and tap the screen to get started
- 2 Once they select the *Appointment* option they'll be prompted to check in
- 3 Once they've checked in, patients will confirm their appointment information and whether they will stay in the waiting room or choose to receive a text alert when it's their turn

Patients that walk-in:

If patients don't make an appointment, walk-ins are accepted based upon availability. Please know that patients may experience longer wait times, especially during peak morning hours.

- 1 Patients will locate the check-in kiosk near the entrance of the PSC and tap the screen to get started
- 2 Once they select the *Walk-in* option:



Patients can select the day's next available service time from the check-in screen



If no same-day appointments are available, patients can schedule for a different day or join a **standby list***



Standby-list order is displayed on digital screens in the waiting room, so patients know where they are in line

* At participating patient service centers.



Patients can also use Quest's **mobile check-in** to receive a text alert when it's their turn

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Navigating patient service centers: Dropoff

Medical professionals dropping off patient specimens

Before you go

When you arrive

1 Complete the patient requisition

- Fill in the required fields: patient name, date of birth, patient phone, date collected, ordering supervising physician, and ICD code(s)*
- Complete the billing information
- Mark the test code(s) needed

Note: Don't forget to include your Quest account number.

2 Collect and prepare the specimen

- Specimen requirements, collection instructions, and transportation guidelines can be found in the [Test Directory](#)

Important: Specimens must be labeled and include 2 patient identifiers.

3 Prepare for dropoff

- Make an appointment for faster service and less wait time by scheduling online at [QuestDiagnostics.com/Appointment](https://questdiagnostics.com/Appointment), calling 1.888.277.8772, or scheduling via the MyQuest app
- Select *Specimen Pickup/Dropoff* as the reason for visiting
- Select the location and most convenient time
- Enter the patient's information when asked who's visiting

We also offer walk-in service

If you can't make an appointment, walk-ins are accepted based on availability. You may experience longer wait times, but patient service center representatives do their best to prioritize specimen dropoffs from medical professionals.

* ICD10 codes, an ordering physician, and the tests ordered must be clearly defined on the requisition. A code(s) to support medical necessity for Medicare is required.

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Navigating patient service centers: Dropoff

Medical professionals dropping off patient specimens

Before you go

When you arrive

Locate the check-in kiosk near the entrance and tap the screen to get started.

Note: Kiosk prompts are designed primarily for patients, so for expedient service, please follow the steps below



For appointments

- 1 Select *My child/someone else*
Note: For appointments, DO NOT select *I'm a medical professional*.
- 2 Select *I scheduled an appointment*
- 3 Check in by doing one of the following:
 - Scan the QR code on your appointment confirmation email
 - Enter the confirmation number
 - Enter the patient's name, phone number, or date of birth
- 4 Take a seat in the waiting room and a representative will call you to review the order and specimen
Note: This encounter is quick but critical to ensuring accurate, timely results.



For walk-ins

- 1 Select *I'm a medical professional*
- 2 Enter your first name, then your last name
- 3 Take a seat in the waiting room; when available, a representative will call you to review the order and specimen
Note: This encounter is quick but critical to ensuring accurate, timely results.

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Getting results and reports

We understand that having quick access to information is necessary to help you make clinical decisions and take action for your patients. Our technology solutions can ensure you have the insights you need throughout your busy day.

Quest Diagnostics can provide lab results based on your needs—through Quantum Lab Services Manager or your EHR computer interface. Real-time notifications of patients’ priority and STAT lab results are even available on your mobile device with Quest Lab Alert for Physicians™.

Reports can be provided through Quantum Lab Services Manager or your EHR computer interface.

Your organization may have already be working with Quest to establish an EHR interface. **Connect with your Quest representative to determine the status.**



Results

VIA EHR INTERFACE

Lab results are seamlessly integrated with all other relevant clinical information in a patient’s electronic medical record, making it easier for you to provide your patients with the best possible care.

VIA QUANUM

Access patient test results directly in Quantum Lab Services Manager.

VIA APP

Receive real-time notifications of patients’ priority and STAT lab results via your mobile device with Quest Lab Alert for Physicians.

Checklist

- Check with your Quest rep to find out the status of your EHR interface
- Bookmark Quest’s **Priority Value Tables** for our Policy for Priority Result Reporting by testing department
- Download the “Quest Lab Alert for Physicians” app to receive real-time notifications of your patients’ Priority and STAT lab results
- Create and save useful analytics reports in Quantum Lab Services Manager

Visit [QuestDiagnostics.com/QuantumHCP](https://www.questdiagnostics.com/QuantumHCP)



Results policy & procedure: Priority

The Quest Diagnostics **Priority Result Reporting Policy** describes the reporting of test results assigned a variable level of priority (P1 or P2) depending on thresholds established and amended by medical consensus and approval of the Chief Laboratory Officer. The priority result reporting described in this policy is in addition to the regular reporting procedure for all test results (such as reports delivered by mail or electronically).



Priority result policy and procedure

The provider who requests the test is responsible for providing 24-hour reliable contact information for the purpose of priority reporting. Quest will notify the ordering provider or authorized representative of the priority result details as permitted or required by state and federal law. Thereafter, the provider or authorized representative has the responsibility of interpreting the result in the context of the patient’s clinical condition and to take appropriate action, if needed. If the person notified is not qualified to make these decisions, they have a responsibility to communicate the information to a qualified representative immediately

We maintain the following policies for all priority results:

- Quest Diagnostics will use its best efforts to immediately alert the ordering physician when a potentially imminent life-threatening laboratory result is obtained and verified
- Our reports list age- and gender-specific ranges for applicable tests
- If the age and gender are not provided on the laboratory order form, a general reference range is used
- *Laboratory results must always be treated as confidential documents*

Priority level definitions

- **Priority-1** (called 24 hours, 7 days) test results are reported 24 hours/day and 7 days/week and may be “critical” as referenced in the Clinical Laboratory Improvement Amendments of 1988 (CLIA; CFR 493.1291g) and the CAP Laboratory Accreditation Program
- **Priority-2** (called office hours, 7 days) test results are reported during office hours if known, or 9 am to 5 pm, 7 days/week and may require attention prior to the receipt of routine laboratory reports

Please visit the Quest Diagnostics Test Directory for updated **Priority Value Tables** by testing department. The Priority Value Table thresholds will not be customized (changes, deletions, or additions) without a signed client request and approval by the laboratory medical director.

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Results policy & procedure: Preliminary and partial

Clients can elect to receive preliminary results through the interface; however, some interfaces are not able to receive preliminary results. Preliminary reports can be transmitted to each customer through Qunam. **If you elect to receive finals only, no preliminary results will be sent through the interface.** Preliminary results should not be confused with partial results, which are reported through the interface.



Preliminary

Customer orders a urine culture, a preliminary result of “gram negative rods” is reported, and the result is later updated to a final result of *E coli*.

Partial

Customer orders alkaline phosphatase isoenzymes, the result is reported as a partial result, and the isoenzymes are reported later through the interface as the tests are performed.

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Getting lab results: Quantum Lab Services Manager



Quantum Lab Services Manager offers 1 stop to view, search, and print results data



Zero guesswork

Intuitive dashboard makes it fast and easy to get the patient results you need. Review results, orders, and critical action items all in 1 user-friendly dashboard



Get a holistic view of your patient's healthcare

With powerful search capabilities, you can quickly get results from tests ordered by your practice or from those placed by physicians not associated with your practice



Meaningful insights

View historical trend reports and compare results over time to provide a continuum of care



Enhanced patient care

Access comprehensive patient data for more informed decision-making

THE RESULTS FEATURE

The Results feature allows you to view and/or print laboratory results reports, which may include enhanced result detail, diagnostic insights, and interactive content. For results provided in Interactive Insights format, you can switch between a physician- or patient-focused view of the results data or view a patient's results over time. For treatment purposes, you can also view, print, fax, and/or import the prior 2 years of results history for a patient, from orders placed with your associated Quest Diagnostics lab by physicians not associated with your practice.



[Learn more](#)



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How to access lab results

How to view a lab report

Go to Quantum Lab Services Manager at QuestDiagnostics.com/QuantumHCP and select a results view:

At the practice level

All results for your practice:

- 1 Click *Results* in the left navigation pane
- 2 The *Practice Results* tab displays all results received for your practice within the default date range

A specific result type for your practice:

- 1 Click *Results* in the left navigation pane
- 2 In the Results module, click the desired result type
- 3 The *Practice Results* tab displays all results of the selected type received for your practice within the default date range

At the patient level

A specific patient in your practice:

- 1 Click *Patients* in the left navigation pane
- 2 On the *Patients* page:
 - Click the desired patient in the *Recently Viewed Patients* list
 - Search by patient name, date of birth, or PID in the *Search for a Patient* field, and click the desired patient
 - In the alphabetic list below the *Search for a Patient* field, click the first letter of the patient's last name, and click the desired patient
- 3 The complete patient profile for the selected patient appears.
- 4 Access the *Patient Results* section of the patient's record.



Your **Quest representative** can provide detailed guidance on how to:

- Get lab results for your practice
- Get lab results for a specific patient
- Import patient results from physicians not associated with your practice
- Filter the list of results displayed
- Download and print results



Getting lab results: Quantum Lab Services Manager



How to access lab results

How to view a lab report

- 1 Open a lab report to review report details.
- 2 Review the details of each test, including its current status (*Final, Partial, Reissued, or Preliminary*).
- 3 For Interactive Insights Reports, choose the following actions:
 - To expand or collapse individual tests, click \vee or \wedge
 - To expand or collapse report insights, click $<$ or $>$
 - To view the result value, click *Current*
 - To view the reference range, click *Range*
 - To view the patient's historical and current test results over the past 2 years, click *Over Time*
 - To view (on enhanced micronutrient reports only) the patient's results relative to the general population, click *Population*
 - To view the selected tab for all tests when multiple tests are included, click 
 - To view insights (if available) for the test, click 
 - To switch between views, click the slider to select either *Physician View* or *Patient View*
 - To print the report, click *Print*
 - To add annotations to the report, type any comments in the *Add Annotations* field at the bottom of the report and click *Submit*

- 4 To access additional report options, click  in the upper-right corner and select:
 - **To place a new order for the patient,** select *New Lab Order*
 - **To reorder the same tests and diagnoses for the patient,** select *Reorder*
 - **To mark the report as unread,** select *Mark as Unviewed*
 - **To view a lab report in an alternative format** (if available), select the desired report format:
 - To view a lab report with enhanced content, select *View Enhanced Report*
 - To view a lab report in Interactive Insights format, select *View II Report*
 - To view a lab report in Quest standard format, select *View Quest Standard Report*
 - **To resend a lab report via the primary result delivery method on file for your practice,** select *Retransmit Result*

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Getting lab results: Lab Alert for Physicians

The Quest Lab Alert for Physicians app enables you to receive real-time notifications of your patients' Priority and STAT lab results 24/7 from the convenience of your Apple® or Android® device



Live updates

Receive notifications of a patient's Priority and STAT lab results as soon as they're available.



Easy login

Using your existing Quantum Lab Services Manager credentials, securely log in to view Priority and STAT lab results.



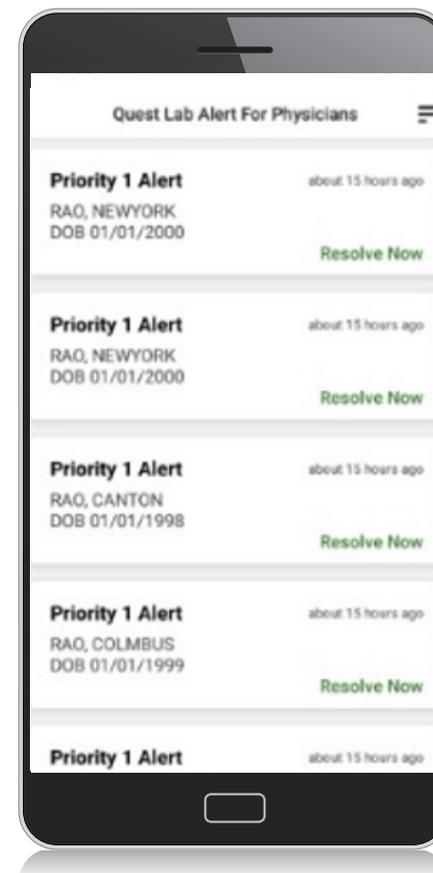
Acknowledge receipt of results

When a notification is received, click the notification to let us know you've received and reviewed the results—saving your office valuable time from taking an extra phone call.



Direct access to Quantum

Access Quantum Lab Services Manager directly from within the app for easy access to all your available features.



[Download the app](#)

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Getting lab results: Lab Alert for Physicians

Getting started



Quest Lab Alert for Physicians allows you to receive STAT and Priority lab result notifications on a mobile device. Tapping a notification allows you to immediately view and acknowledge the result.

Quest Diagnostics will not call your practice regarding a STAT or Priority results report that is acknowledged electronically via Quest Lab Alert for Physicians (or within Quantum Lab Services Manager), if the acknowledgment is received in advance of the deadline.

Steps 1-3

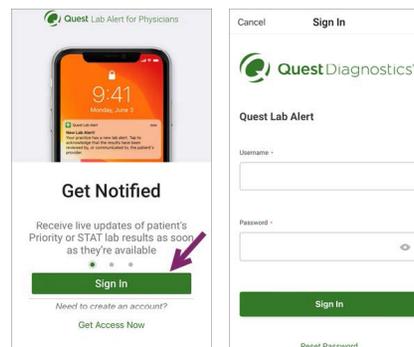
Steps 4-5

Steps 6-7

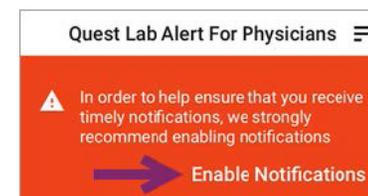
- 1 In either the Apple® App Store or Google Play™ store, search for and download the Quest Lab Alert for Physicians app.



- 2 Open the app, tap *Sign In*, and sign in using your existing Quantum Lab Services Manager credentials.



- 3 When prompted, tap *Enable Notifications* and then *Allow* to begin receiving STAT and Priority result notifications as they become available.



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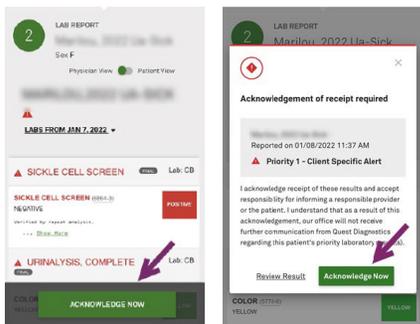
Steps 4-5

Steps 6-7

4 For each notification received, tap *Resolve Now* to view the results report. (Tap *Archive* to review acknowledged reports for an additional 72 hours.)



5 To acknowledge the results report, tap *Acknowledge Now*, review the disclaimer, and then tap *Acknowledge Now* again.



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Getting lab results: Lab Alert for Physicians



Getting started

Quest Lab Alert for Physicians allows you to receive STAT and Priority lab result notifications on a mobile device. Tapping a notification allows you to immediately view and acknowledge the result.

Quest Diagnostics will not call your practice regarding a STAT or Priority results report that is acknowledged electronically via Quest Lab Alert for Physicians (or within Quantum Lab Services Manager), if the acknowledgment is received in advance of the deadline.

Steps 1-3

Steps 4-5

Steps 6-7

6 To limit the notifications you receive to specific practice(s) or physician(s), tap *Settings* at the bottom of any page, and then tap *Physician Alert List*.

Select the desired items on the *Practice* and/or *Physician* pages and tap *Save*.

7 To access Quantum Lab Services Manager directly from the app, enabling access to all your available features, tap *View All Practice Results* on the *Archive* page.

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Getting reports: Overview

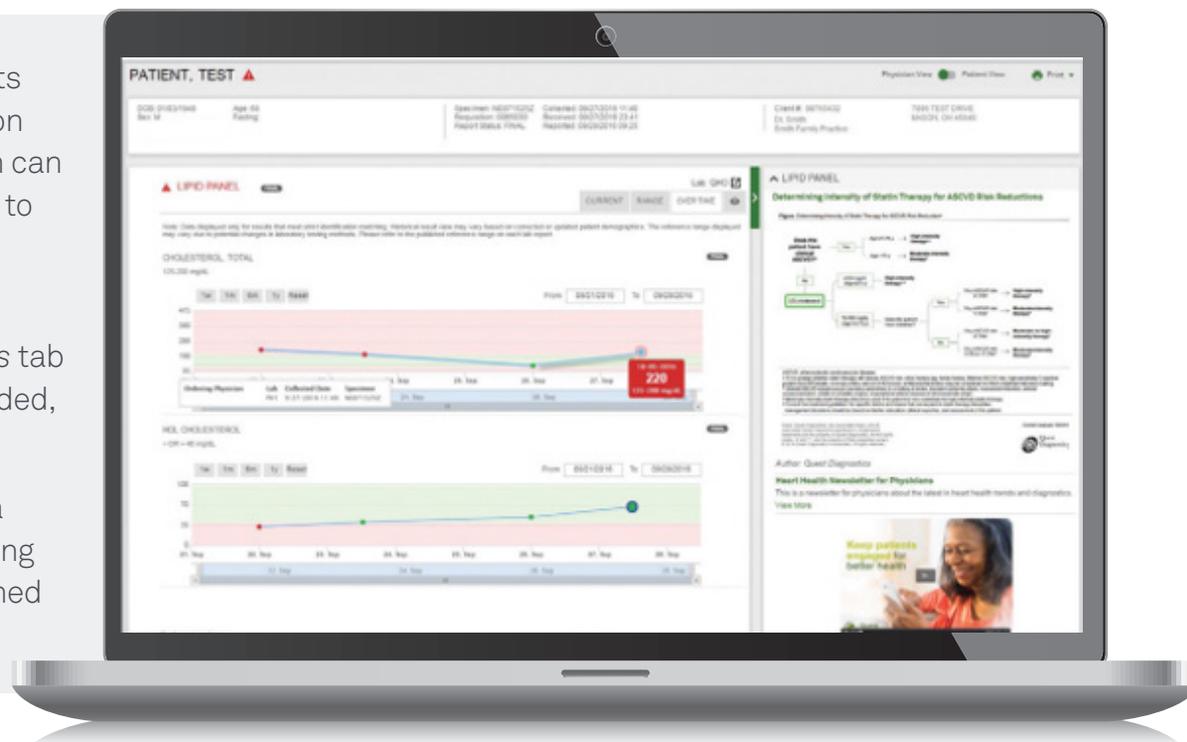
The **Analytics Report** page allows you to create and manage custom reports to track results data for your patient population.



You can create up to 7 reports for your active organization on the *Build a Report* tab, which can include results data from up to 3 years in the past.

Reports that you create are saved to the *Manage Reports* tab and can be viewed, downloaded, rerun, or deleted as needed.

Rerunning a report creates a new version of the report using the same query criteria defined for the existing report.



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Create an analytics report

Manage an analytics report

- 1 Log into Quanam Lab Services Manager at QuestDiagnostics.com/QuanamHCP
- 2 In the left navigation pane, click *Reports*.
- 3 On the *Reports* page, click *Analytics Report*.
- 4 In the *Report Header* section:
 - Enter a *Report Name*
 - Select whether to *Include Pending Orders*
 - Select whether to *Include Results (Analytes)*
 - Select a *Date Range* or *Enter Specific Date Range*
- 5 In the *Optional Query Criteria* section, specify other filtering options. Results can be filtered by:
 - Lab
 - Client account
 - Including or Excluding Test Not Performed (TNP) or Test in Question (TIQ) data
 - Patient age
 - Patient gender
 - Ordering physician
 - Result status
 - Result type
 - Up to 15 tests
- 6 Click *Run Report*. The new report is added to the *Manage Reports* tab. When it is ready to view and/or download, Ready to Download status will appear.



Your **Quest representative** can provide detailed guidance on how to:

- Create an analytics report
- Select query criteria
- Filter results

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Create an analytics report

Manage an analytics report

Existing analytics reports can be viewed and managed from the *Manage Reports* tab.

- 1 Log into Quantum Lab Services Manager at QuestDiagnostics.com/QuantumHCP
- 2 In the left navigation pane, click *Reports*.
- 3 On the *Reports* page, click *Analytics Report*.
- 4 Click the *Manage Reports* tab: Reports you have previously created are listed, with the most recent report displayed at the top.
- 5 Make the following selection:
 - View and/or save a completed report
 - Download a completed report
 - Rerun a report using the same criteria by clicking  on the desired report and selecting *Rerun*
 - Delete a report by clicking  on the desired report and selecting *Delete*



Your **Quest representative** can provide detailed guidance on how to:

- Manage analytics reports, including viewing, saving, downloading, and deleting completed reports

Helpful tools and contacts

Click on the links below to access our most frequently requested tools and knowledge hubs.



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Quest Diagnostics homepage

[QuestDiagnostics.com](https://questdiagnostics.com)

Quest Diagnostics Licenses and Accreditations

[Licenses and Accreditations](#)

Enterprise Service Excellence Team

For supplies, requisitions, billing questions, test information, results, Quantum or eInvoice password reset, etc.

1.866.226.8046

DGXNational@questdiagnostics.com

Quest IT connectivity help desk

For troubleshooting technical issues, password resets, and ongoing IT issues or service interruptions

1.800.697.9302

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Helpful tools and contacts

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Test Directory

To find, filter, and compare tests

TestDirectory.QuestDiagnostics.com

IntelliTest Manager

To manage test changes and lab updates

IntelliTestManager.QuestDiagnostics.com

Quest Diagnostics Critical/ Priority Values

To view Quest's Policy on Priority Result Reporting by testing department

[Priority Value Tables](#)

Informed Consent for Germline Genetic Testing

To access Quest's informed consent form for germline genetic testing

QuestDiagnostics.com/Consent

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Quantum help desk

To get set up with Quantum Lab Services Manager, order tests and supplies, schedule specimen pickups, view lab reports, and manage other lab-related tasks

QuestDiagnostics.com/QuantumHCP

1.844.346.9580

Quest Lab Alert for Physicians

To download a companion app to Quantum Lab Services Manager that enables providers to receive real-time notifications of patients' Priority and STAT lab results on a mobile device

[Quest Lab Alert for Physicians](#)

Logistical requests

For logistical needs, specimen pickups, and other related requests

1.866.MYQUEST (1.866.697.8378)

Helpful tools and contacts

Click on the links below to access our most frequently requested tools and knowledge hubs.

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Quest PSC location search

To find the closest Quest patient service centers (PSC)

[QuestDiagnostics.com/Locations](https://questdiagnostics.com/locations)

MyQuest patient portal

To sign up for MyQuest for easy access to appointment scheduling and lab test results

[QuestDiagnostics.com/MyQuest](https://questdiagnostics.com/myquest)

Appointment scheduling

To schedule appointments online

[QuestDiagnostics.com/Appointment](https://questdiagnostics.com/appointment)

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Quest insurance network

To confirm Quest's in-network status with a patient's health plan

[Insurance.QuestDiagnostics.com](https://www.questdiagnostics.com/Insurance)

Centers for Medicare and Medicaid Services (CMS)

[CMS.gov](https://www.cms.gov)

Medicare coverage and coding guides

To view current limited coverage tests, reference guides, and policy information for Medicare patients

[QuestDiagnostics.com/MLCP](https://www.questdiagnostics.com/MLCP)

Medicare enrollment through PECOS

To enroll in PECOS per CMS mandate that providers enroll in Medicare to order and refer services (including clinical laboratory tests) for Medicare beneficiaries

[QuestDiagnostics.com/PECOS](https://www.questdiagnostics.com/PECOS)

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Quest Electronic Billing Trailers

To enroll in Quest's Online Billing Trailers to easily view and respond to missing billing information electronically:

[QuestDiagnostics.com/etrailer](https://questdiagnostics.com/etrailer)

Quest Diagnostics eInvoice

To receive invoices electronically (if your account is billed for your patient testing):

[QuestDiagnostics.com/einvoice](https://questdiagnostics.com/einvoice)

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Getting connected

- Work with your Quest rep to confirm next steps in logging in and getting started with Quantum Lab Services Manager
- Confirm your Quest Client Account Number and main office phone number for your practice with your Quest representative
- Create a shortcut for Quantum Lab Services Manager on your desktop for quicker access
- Check with your Quest rep to find out the status of your EHR interface

Ordering supplies

- Confirm with your Quest rep whether an initial order for supplies needs to be placed

Ordering tests

- How will you be placing test orders? If you need to submit handwritten test requisitions, check with your Quest rep to obtain the appropriate form

- Bookmark the Quest Test Directory at [TestDirectory.QuestDiagnostics.com](https://www.questdiagnostics.com/testdirectory) to find, filter, and compare tests
- Sign up for IntelliTestManager at [IntelliTestManager.com](https://www.intellitestmanager.com) to manage test updates and changes

Collecting and handling specimens

- Bookmark the Quest Test Directory at [TestDirectory.QuestDiagnostics.com](https://www.questdiagnostics.com/testdirectory) to find collection, packaging, and storing instructions

Specimen transport and logistics

- Confirm your organization's specimen pickup arrangement with your Quest representative
- To save time, use the 1-click option in Quantum Lab Services Manager for frequently requested pickups

Setting up billing and insurance

- Check with your Quest rep to confirm what billing options are available to your practice
- Turn off your paper trailers and get started with Online Billing Trailers to easily view and respond to missing billing information electronically

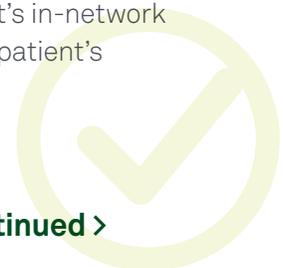
If applicable:

For uninsured patients:

- Connect with your Quest rep to get patients signed up for Quest's Uninsured Patients Pricing Program (UPP)

For patient health plan coverage:

- Bookmark Quest's Health Plan Lookup tool ([Insurance.QuestDiagnostics.com](https://www.questdiagnostics.com/insurance)) to confirm Quest's in-network status with a patient's health plan



Checklist continued >

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For Medicare patients:

- Bookmark [QuestDiagnostics.com/MLCP](https://questdiagnostics.com/MLCP) to view current limited coverage tests, reference guides, and policy information
- Enroll in PECOS at [PECOS.CMS.HHS.gov](https://www.cms.gov/pecos) to comply with the CMS mandate that providers enroll in Medicare to order and refer services (including clinical laboratory tests) for Medicare beneficiaries

For client bill directly to your location:

- Enroll in eInvoice at [QuestDiagnostics.com/einvoice](https://questdiagnostics.com/einvoice) to receive your invoices electronically after you receive your first invoice from Quest

Assisting your patients

- Visit [QuestDiagnostics.com/Locations](https://questdiagnostics.com/Locations) to find the patient service centers closest to you
- Let your patients know about the MyQuest Patient Portal ([QuestDiagnostics.com/MyQuest](https://questdiagnostics.com/MyQuest))
- Advise your patients that lab testing appointments are prioritized over walk-ins
- Ask your Quest representative for pocket and STAT brochures for your patients to assist them with scheduling appointments and navigating patient service centers

Getting results and reports

- Check with your Quest rep to find out the status of your EHR interface
- Bookmark Quest’s [Priority Value Tables](#) for our Policy for Priority Result Reporting by testing department
- Download the “Quest Lab Alert for Physicians” app to receive real-time notifications of your patients’ Priority and STAT lab results
- Create and save useful analytics reports in Quantum Lab Services Manager

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