

Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser, Senior Director of Network Management

Re: **Preferred Laboratory Provider**

Date: February 3, 2020

As of February 1, Quest Diagnostics is Gold Coast Health Plan's (GCHP) preferred laboratory provider. GCHP has entered into an exclusive capitated payment arrangement with Quest Diagnostics.

Please read this information carefully as GCHP has made some changes from the past updates.

What this means to you: Under this new arrangement, please refer all non-dual (Medi-Medi) GCHP members to Quest Diagnostics for all laboratory services, except as outlined in the "Exclusion" section below. When there is a medical need to refer a member to a nonparticipating Quest Diagnostics laboratory, you may do so without prior authorization. However, the Plan expects that these instances will be the exception as opposed to the norm. Emergencies and services exempted by state or federal regulations do not require prior authorization.

- Providers are encouraged to perform venipuncture in their offices and then contact Quest Diagnostics to arrange for pick-up service.
- Except for the exclusions noted below, providers should not send GCHP members to hospital outpatient laboratories or other non-Quest Diagnostics laboratories for diagnostic testing. Failure to do so may result in the provider being financially responsible for the referral to the non-Quest Diagnostics laboratory.
- For all regular (non-excluded) clinical laboratory services, no referral is required; only a prescription or lab order form from the requesting provider is needed.
- The ordering provider is responsible for including all demographic information and applicable CPT codes when submitting laboratory testing request forms. This information is important for quality and Healthcare Effectiveness Data and Information Set (HEDIS®) / Managed Care Accountability Set (MCAS) reporting purposes by the Plan. A provider's failure to submit accurate information could result in the order being denied. Repeated non-

compliance in this regard may result in a corrective action plan and a potential financial penalty for the provider.

- GCHP requires that pre-admission non-blood bank laboratory services (i.e. CB, chem panel) be completed by the primary care provider (PCP) or specialist and that the specimens are sent to Quest Diagnostics for testing prior to surgery. For laboratory testing requiring blood bank related services (i.e. banding and/or type and crossmatch), these laboratory tests may be done at the hospital or outpatient surgery center facility. In the remote case that pre-operative diagnostic testing not involving blood bank services cannot be completed by the PCP or specialists prior to surgery, the test in such circumstances may be performed at the hospital or facility where the procedure will take place and will not require an authorization.
- In the unlikely event that an elective lab is required on a Sunday or holiday, when Quest Diagnostics centers are closed, then such a lab referral would be considered acceptable to go to another non-Quest Diagnostics provider and authorization will not be required.
- **STAT labs must be utilized only for urgent problems.** The ordering provider may give the member a prescription form or lab order form to present to the participating Quest Diagnostics facility. STAT lab services are defined as those that require completion and reporting of results within three hours of receipt of the specimen. Since STAT lab services are excluded from the lab cap arrangement with Quest Diagnostics, to ensure and monitor proper utilization of such services, GCHP and Quest Diagnostics have established a tracking mechanism to review and analyze the use of STAT lab services.
- **Genetic Testing:** Genetic tests within the CPT code range of 81105-81595 are carved out of the capitation rates and will be paid separately on a reduced fee-for-service basis by GCHP. GCHP requires that all genetic testing must be prior authorized by the Plan before the test can be ordered. Failure to obtain prior authorization for genetic studies may result in a provider being financially responsible for payment of the study. Under this arrangement with Quest Diagnostics, the Plan requires that all genetic testing specimens be sent to Quest Diagnostics for testing. In the event a genetic study cannot be performed by Quest Diagnostics, GCHP will need to be notified by the provider and the provider must obtain prior authorization for such a referral outside of Quest Diagnostics.

Prior authorization for lab testing in the above referenced areas will not be required.

Exclusions:

This arrangement does not apply to laboratory testing in the following circumstances:

- *Inpatient hospital services.*
- *Outpatient dialysis testing (hospital based or free-standing).*
- *Outpatient chemotherapy testing (hospital based or free-standing).*

- *Outpatient radiation therapy testing (hospital based or free-standing).*
- *Other Outpatient infusion therapies requiring testing prior to infusion (hospital based or free-standing).*
- *Outpatient ambulatory surgery testing requiring post-surgical labs prior to discharge (hospital based or free-standing).*
- *Emergency room services where labs are ordered.*
- *Urgent care centers (hospital based or free-standing).*
- *Hospital observation services.*
- *All SNFs / LTCs will be excluded from the lab cap arrangement. All SNF and LTC providers will be able to continue to utilize their preferred lab referral arrangements. Those hospitals that perform lab testing on GCHP members referred by our contracted SNF / LTC facilities may continue to perform these tests in their own laboratory facilities without the need for authorization.*
- *Laboratory services provided by the Ventura County Department of Public Health.*
- *Any sensitive services (i.e., STD and HIV testing) performed by any willing Medi-Cal certified provider.*
- *Pre-operative testing requiring banding, typing and cross-matching (hospital based or free-standing). **Note: Regular pre-op blood tests such as CBC, urinalysis, chem panel etc. must be referred to Quest Diagnostics prior to surgery.***
- *Non-Invasive Perinatal Testing (NIPT): The Plan has confirmed that Quest Diagnostics does not provide these services. Quest Diagnostics does the Qnatal advanced test under CPT code 81420. These tests are to be referred to Quest Diagnostics.*
- *Cytopathology (Pap Smear Testing and Screening): In accordance with the Continuum of Care requirements, GCHP patients who have had previous Pap smears provided by a hospital laboratory and where these pathology studies have been stored for comparative purposes, can continue to have these PAP smears done at the hospital's lab for a period of one year. After this time, PAP smears for all such GCHP patients will need to be sent to Quest Diagnostics. However, for new GCHP patients getting PAP smears, GCHP will require that these GCHP patient's specimens be sent to Quest Diagnostics, effective Feb. 1, 2020.*
- *Epidural Nerve Fiber Density (ENFD) Testing: This test is not performed by Quest Diagnostics and may be performed at either the designated Quest Diagnostics referral specialty lab, Genedx or, if the provider lab has the capability of doing this test in-house, they may perform the ENFD test without authorization. However, if performed by the*

provider, the provider must accept the rate that the Plan is charged by Genedx through their contract with Quest Diagnostics.

- *Prenatal testing plus sensitive services testing:*
 - *Pre-natal testing without sensitive services testing: labs to be referred to Quest Diagnostics.*
 - *Pre-natal testing with sensitive services testing: Pre-natal labs to be sent to Quest Diagnostics. For sensitive services testing, a member can go anywhere for sensitive services but if they present to one of GCHP's providers just follow the usual Quest Diagnostics procedure.*

Laboratory testing within these facilities will be paid at the current contract rate.

With the exception of the excluded services referenced above, it is GCHP's expectation that all other labs will be either drawn at the provider's office and that arrangements will be made for Quest Diagnostics to pick-up the specimen(s) or that GCHP members will be referred to Quest Diagnostics patient care centers for elective blood draws and subsequent testing and lab test reporting by Quest Diagnostics. In circumstances whereby the provider has drawn the specimen(s) and Quest Diagnostics labs has picked up the specimen(s), Quest Diagnostics will provide complimentary supplies to replenish the provider's medical supply stock used to obtain lab specimens for GCHP members.

Blood testing performed on GCHP members referred outside of Quest Diagnostics labs or provided by non-Quest Diagnostics labs, which are not included in the exclusion sections above may result in the denial of payment and the provider being financially responsible for payment to Quest Diagnostics labs.

If you should have any questions, please do not hesitate to contact Provider Relations at ProviderRelations@goldchp.org

Delegated Providers

Delegated capitated providers including FQHCs, RHCs and independent providers who are under an existing capitated lab arrangement may already have an existing preferred laboratory services arrangement with Quest Diagnostics or another laboratory. **Clinic and PCP offices that are capitated to another laboratory other than Quest Diagnostics must respond to GCHP by February 15, 2020 if you choose to remain with your current laboratory provider.**

If you select Quest Diagnostics as your capitated outpatient laboratory provider, GCHP strongly suggests that providers establish their preferred electronic interface with Quest Diagnostics. Should a delegated provider wish to change their capitated outpatient laboratory provider to Quest Diagnostics, please contact Steve Peiser, senior director of network management, by February 15, 2020 at 1-805-437-5528 or speiser@goldchp.org.

Of note, GCHP's arrangement with Quest Diagnostics will not change a delegated provider's responsibility for the referral, performance and financial responsibility of laboratory services for GCHP members assigned to a delegated provider. GCHP's arrangement with Quest Diagnostics is not intended to shift the financial responsibility for lab services from the delegated provider to GCHP. However, such a change to Quest Diagnostics may serve to modify a delegated provider's current capitation payment arrangement with Quest Diagnostics. Applicable clinics and providers will need to directly contact Quest Diagnostics for additional information.

Education and Training:

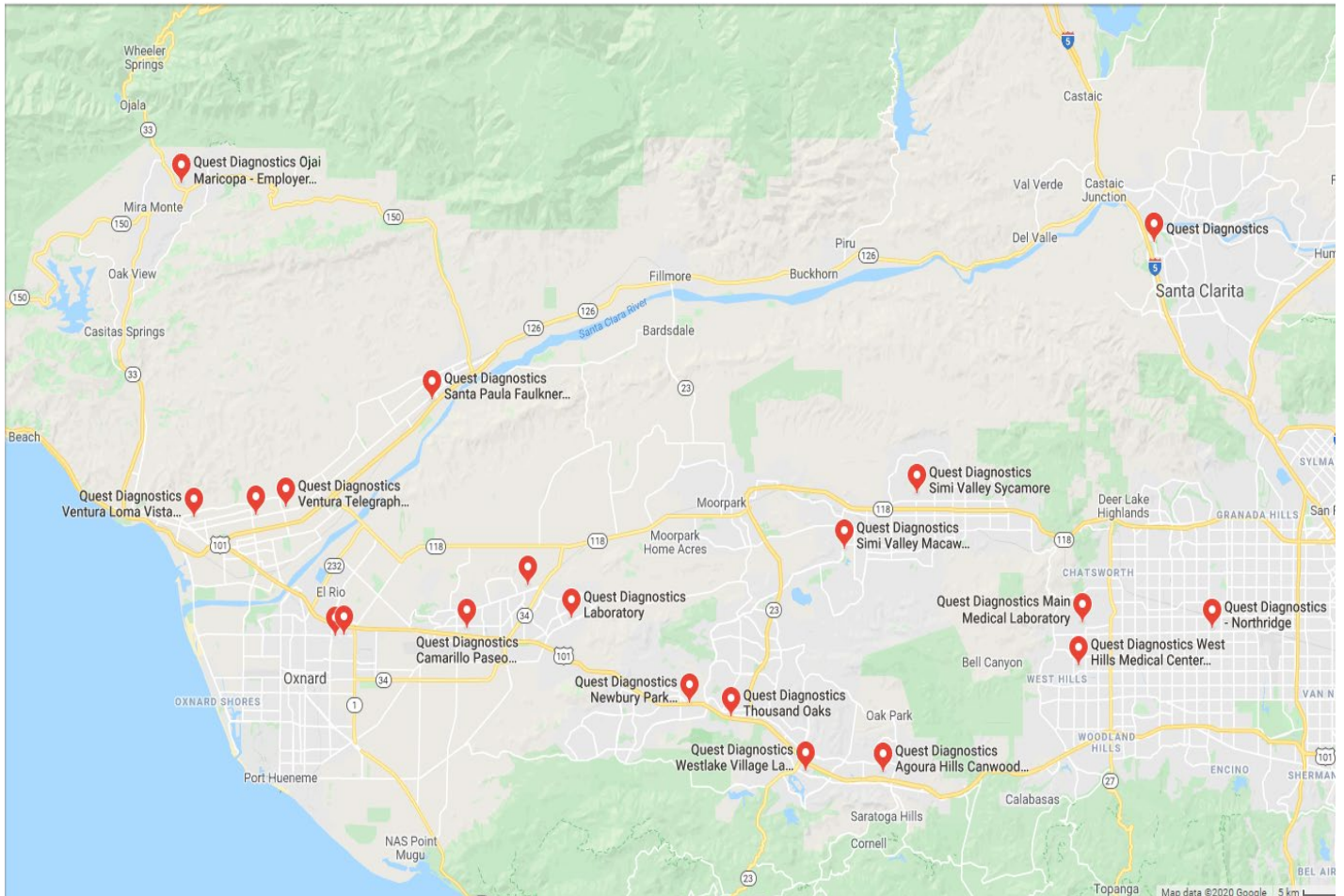
Quest Diagnostics will be working closely with GCHP and assisting in contacting provider offices / facilities shortly to initiate provider education and training under this program. Quest Diagnostics will be providing lab order forms and specimen materials for your use and convenience.

Providers can find the closest Quest Diagnostics location by calling Quest Diagnostics at 1-866-697-8378 or visiting the Quest Diagnostics web portal [here](#).

A list of Quest Diagnostics locations in Ventura County and the surrounding areas is provided below.

If you have questions about this communication or need assistance with any other item, contact your GCHP Provider Relations representative or e-mail Provider Relations at ProviderRelations@goldchp.org

QUEST DIAGNOSTIC CENTERS IN VENTURA COUNTY





Site Name	Address	Address 2	County	City	State	Zip	Operation Hours
Quest Diagnostics	5360B Hollister Avenue	Ste B	Santa Barbara	Goleta	CA	93111-2334	M-F 7:30 am-12:00 pm & 1:00 pm-4:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	3905 State Street	Ste 9	Santa Barbara	Santa Barbara	CA	93105-5101	M-F 6:30 am-4:00 pm Sa 8:00 am-12:00 pm; Drug Screen: M-F 10:00 am-3:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	2345 S. Broadway	Suite D	Santa Barbara	Santa Maria	CA	93455-7840	M-F 7:00 am-3:30 pm Sa 7:00 am-12:00 pm; Drug Screen: M-F 10:00 am-3:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	2040 Viborg Road	Ste 210	Santa Barbara	Solvang	CA	93463-2272	M-F 6:30 am-11:00 am & 12:00 pm-3:30 pm; Drug Screen: M-F 7:30 am-10:30 am
Quest Diagnostics	3801 Las Posas Road	Ste 208	Ventura	Camarillo	CA	93010-1426	M-F 7:00 am-4:00 pm Sa 7:30 am-11:30 am; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	5800 Santa Rosa Road	Ste 105	Ventura	Camarillo	CA	93012-7060	M-F 7:00 am-11:00 am & 12:00 pm-3:00 pm
Quest Diagnostics	500 Paseo Camarillo	Suite 103	Ventura	Camarillo	CA	93010-5900	M-F 8:00 am-3:00 pm; Drug Screen: M-F 10:00 am-12:00 pm & 1:30 pm-2:30 pm; TSPOT: M-F 8:00 am-1:00 pm

Quest Diagnostics	1000 Newbury Road	Suite 125	Ventura	Newbury Park	CA	91320-6437	M-F 7:00 am-4:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	1320 Maricopa Highway	Suite H	Ventura	Ojai	CA	93023-3154	M-F 7:00 am-3:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	1701 North Lombard Street	Suite 106	Ventura	Oxnard	CA	93030-3836	M-F 6:00 am-4:00 pm Sa 7:30 am-11:30 am; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	925 West 7th Street		Ventura	Oxnard	CA	93030-6757	M-F 6:00 am-5:00 pm Sa 7:30 am-11:30 am; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	1700 North Rose Avenue	Ste 240	Ventura	Oxnard	CA	93030-7642	M-F 7:00 am-3:30 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	957 Faulkner Road	Suite 111	Ventura	Santa Paula	CA	93060-2506	M-F 7:00 am-3:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	2876 Sycamore Drive	Ste 200	Ventura	Simi Valley	CA	93065-1550	M-F 7:00 am-4:30 pm Sa 8:30 am-12:30 pm; Drug Screen: M-F 10:00 am-3:30 pm
Quest Diagnostics	135 Macaw Lane	Suite 100	Ventura	Simi Valley	CA	93065-3153	M-F 8:00 am-5:00 pm
Arroyo Oaks Medical Associates	2230 Lynn Road	Ste 200	Ventura	Thousand Oaks	CA	91360-1900	M-F 7:00 am-5:00 pm
Quest Diagnostics	77 Rolling Oaks Drive	Suite 120	Ventura	Thousand Oaks	CA	91361-0000	M-F 7:00 am-4:00 pm Sa 7:30 am-11:30 am
Quest Diagnostics	2991 Loma Vista Road	Suite 102B	Ventura	Ventura	CA	93003-2984	M-F 6:00 am-5:00 pm Sa 7:30 am-11:30 am; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	6040 Telegraph Road		Ventura	Ventura	CA	93003-4372	M-F 7:00 am-11:30 am & 12:30 pm-4:00 pm; TSPOT: M-F 8:00 am-11:30 am & 12:30 pm-1:00 pm

Quest Diagnostics	7880 Telegraph Road	Ste D	Ventura	Ventura	CA	93004-1571	M-F 6:30 am-3:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	1220 La Venta Drive	Ste 201	Ventura	Westlake Village	CA	91361-3749	M-F 7:30 am-4:00 pm; Drug Screen: M-F 10:00 am-3:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	29525 Canwood Street	Ste 101	Los Angeles	Agoura Hills	CA	91301-4230	M-F 8:00 am-5:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	7345 Medical Center Drive	Ste 430	Los Angeles	West Hills	CA	91307-1920	M-F 7:30 am-12:00 pm & 1:00 pm-4:30 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	7230 Medical Center Drive	Ste 605	Los Angeles	West Hills	CA	91307-4022	M-F 7:30 am-5:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Quest Diagnostics	1220 La Venta Drive	Ste 201	Ventura	Westlake Village	CA	91361-3749	M-F 7:30 am-4:00 pm; Drug Screen: M-F 10:00 am-3:00 pm; TSPOT: M-F 8:00 am-1:00 pm
Westshore Draw Station	1240 Westlake Boulevard, #227		Los Angeles	Westlake Village	CA	91361-6204	M-F 6:30 am-5:00 pm