



CONSOLIDATED LABORATORY SERVICES

St. Vincent's HealthCare

APPROVED PRIMARY INSURANCE PAYER LIST AUGUST 2019

NOTES:

- Provider for Anthem/BCBS plans
- Wellcare Medicare – must go to LabCorp
- Molina – must go to Quest as always

AARP	Yes	
AETNA	Yes	
Alignment Healthcare (XJCH)	NO	Quest
Allwell Sunshine Health	NO	LabCorp/Quest
Ambetter Sunshine Health	NO	LabCorp/Quest
Anthem – BCBS	Yes	
American Postal Workers Union Health Plan (APWU)	Yes	
Assurant Health	Yes	
AvMed for CLS counties served: Clay, Duval, Nassau and St. John's	Yes	<i>CLS accepts counties: Clay, Duval, Nassau, St. John's ONLY</i>
AvMed for Quest counties served: Quest counties: Baker, Bradford, Flagler & Putnam	NO	Quest: Baker, Bradford, Flagler & Putnam counties
Bankers Life & Casualty	Yes	
BCBS Alignment	NO	Quest
BCBS PPO – For states outside of Florida. (State may be listed on front OR back of card, or both. Ex: Illinois is listed on the back.)	Yes	For states outside of FL <u>only</u> .
BCBS Federal Employees Government Wide (Group # = FEP)	Yes	Policy # begins with the letter R.
BCBS SmartHealth (St. Vincent's/Ascension Associates only)	Yes	Prefixes: ASY/ IOI/IOJ CLS ONLY
BCBS Plans of Florida (FL BLUE)	NO	Quest - ALL FL PLANS
BeechStreet PPO	Yes	
Care Credit	NO	Not insurance/Not FSA. Credit card for certain providers. We are not a provider. <i>card reads HMO CLK</i>
CareLink HMO (A Coventry Health Care Plan)	Yes	<i>card reads HMO CLK</i>
CHA Health Plan (Clear Health Alliance)	NO	LabCorp
CHAMPVA	Yes	
CIGNA Indemnity	Yes	
CIGNA Medicare Access	Yes	
CIGNA Insurance Plans (except as noted above)	NO	Quest
Companion Life/Health	NO	Discount plan – not insurance. Self-Pay.
Coventry Health Care	Yes	All plans accepted
Definity PPO/Definity Choice Plus (United Health Care Plan)	Yes	
First Health Network	Yes	
Florida Healthy Kids (United Health Care Plan)	Yes	
Freedom Health (Medicare HMO)	NO	Quest
GEHA - Government Employees Hospital Association, Inc. (1 st Health)	Yes	
GHI	NO	Quest
Golden Rule (United Health Care)	Yes	
Health Advantage PPO	Yes	
Health Net	Yes	
Health Smart (<i>NOT</i> the same as SmartHealth)	Yes	
Humana Military Tricare	Yes	
Humana Insurance Plans (Tricare Humana plans ONLY)	NO	LabCorp/Quest
Lab Card	NO	Quest
Magellan Complete	Yes	
Mail Handlers	Yes	
Managed Care of America (MCA Administrators)	Yes	
Mayo Medical/MMSI	Yes	



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Medicaid	Yes	FL and GA ONLY
Medicaid – First Coast Advantage	NO	LabCorp/UF Outreach Lab
Medicaid – Healthese	NO	Quest
Medicaid – Molina	NO	Quest
Medicaid – Preferred Medical Plan	NO	Quest
Medicaid – Prestige Health Choice	NO	Quest
Medicaid – Share-of-Cost (Patients are NOT self-pay)	Yes	Enter as Medicaid. If patient hasn't met their share-of-cost patient will be billed.
Medicaid – Universal Health Care	NO	Quest
Medicare Advantage Plans - (Not the same as standard Medicare) Advantage Plans are PRIMARY insurance plans	YES	
Medicare - Care Plus HMO (Not a Coventry plan)	NO	LabCorp
Medicare - Well Care	NO	LabCorp
Medicare	Yes	
Medicare Complete Choice	Yes	
Medicare Railroad	Yes	
Meritain Health	Yes	
Molina	NO	Quest
Multiplan, Inc.	Yes	
One Health Plan	NO	LabCorp
Optimum Choice/Choice Preferred	NO	LabCorp/Quest
Ped-I-Care (Pediatric Integrated Care Systems)	Yes	
Preferred Health Network	Yes	
Positive Healthcare (PHP)	NO	LabCorp
Private Health Care System (PHCS)	Yes	
Quality Health Plans	NO	LabCorp
Seafarers Welfare Plan	Yes	
Secure Horizons (United Health Care)	Yes	
Secure Horizons Medicare Direct	Yes	
SmartHealth (Ascension St. Vincent's Associates)	Yes	ASY/IOI/IOJ = CLS ONLY
Staywell Health Plans	NO	LabCorp (exclusive eff. 3-1-2019)
Sterling Health Plans Option 1 - Private Fee for Service	Yes	
Sterling Health Plans Premier & Select Medicare Supplement Plans	NO	Check Member Card for lab
Sunshine State Health Plan	Yes	Medicaid (FL Medicaid HMO)
Sunshine Health Plan - Medicare Advantage Plans	NO	LabCorp/Quest
TRICARE (Extra, Prime and Standard)	Yes	
United Health Care Plans	Yes	
United Medical Resource	Yes	
Veteran's Administration	Yes	
Veteran's Choice Program	Yes	
Wausau Insurance	Yes	
Well Care Health Plans	NO	LabCorp (exclusive eff. 3-1-2019)
WellMed	Yes	
Workers Compensation ++	Yes	



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Important Notations:

- **BCBS Plans of FLORIDA** – Patients calling BCBS customer service are often being told CLS is a provider for their plans. Too often, we render service and patient calls with complaint of receiving a bill. For the best business practice, CLS decided to accept only the plans for which we **know will be covered**. CLS does not accept the same plans as Ascension St. Vincent's. If patient wants CLS services, they can request a BCBS "disclaimer" which patient signs acknowledging in writing they will take full responsibility for any incurred charges that may be billed to them, also making patient aware CLS will not write their claim balance off once a bill is received. Disclaimer is kept on file for future reference.
- **Out-of-Network** – CLS can accept out-of-network insurance, however, patients will be subject to a higher co-payment and/or deductible. It is best practice that patient goes to the preferred lab indicated due to the higher out of pocket expenses associated with going out-of-network. CLS will not be responsible for writing off claim balances. We believe it to be better patient care from the drawing of the specimen to billing that patient's use their health insurance benefits to their maximum potential.
- **BRCA/Genetic Testing**. **Contact CLS Administration 308-5600 option # 5, prior to patient specimen collection for information on how to order/obtain mandatory history order form. Patient must bring completed history form completed by provider and orders at the time specimen is collected.**
- ++ **Worker's Compensation claim information needed to bill.** Include accident date, employers name, telephone number and claim number, diagnosis. If INCOMPLETE information is received, CLS will bill the patient for services rendered.
- **Vaginal STD testing.** CLS no longer performs the Vag Plus or Bacterial Vaginosis testing panels as we once did. Insurance companies began denying coverage regardless of ICD10 codes supplied resulting in patients receiving very large out-of-pocket bills. Contact CLS Customer Call Center for further information or request the STD chart for review.

SELF-PAY Description/Process:

- Patient is collected at a CLS Patient Service Center, paying at the time of service receiving the full discounted prices.
- Physician office collects patient specimens, writes self-pay on the test requisition. Patient receives bill for non-discounted pricing. If patient calls our billing partner, Change Healthcare, *after* receiving the non-discounted bill (not all tests can be discounted) and agrees to pay in full at that time, they can receive the 35% discount. If not, payment arrangements can be made with Change Healthcare.
- Bill Client – For physician offices to specify bill client on the test request form. Sign and print the authorizing staff member giving CLS the authority to bill your account. At the end of the month, your office will receive a billing statement for the specified charges you approved. If not approved, patient will be billed the non-discounted price.
- Consultation between patient and physician should occur prior to collection if cost is a factor. *Not all tests are discountable.*

CONSOLIDATED LABORATORY SERVICES INFORMATION REFERENCE GUIDE	
For all your Customer Service needs, call 904-308-5600 press the option that suits your needs the best:	FAX NUMBERS:
1 - Dispatch; Specimen pickup (routed to MedSpeed 331-209-6130)	Administration/Sales-Service/Call Center 904-296-1589
2 - Obtain results/other customer service information	Supply Fax 904-296-1587
3 – Change Healthcare - All billing inquiries, 1-888-258-9186	Website: www.conlabs.com
4 - Client Supply Voice Mail Box – Order test request forms/supplies	• Client account changes/new client
5 - Administration/4Medica Assistance/Attorney-legal instructions	• Informational documents
	• Patient service center information
	• Specimen Test Requirements