



Office of Human Resources and Equal Opportunity
12345 El Monte Road, Los Altos Hills, CA 94022

TO: PPO Network Only and PPO+ Enrollees
FROM: Christine Vo, Benefits and Workers' Compensation Analyst
DATE: December 22, 2006
RE: **LabCorp - Changes to UnitedHealthcare's Laboratory Network Effective January 1, 2007**

Effective January 1, 2007, Laboratory Corporation of America (**LabCorp**) will become UnitedHealthcare's leading national laboratory services provider. In locations where LabCorp is not accessible, UHC will continue to partner with other regional and local laboratory service providers. All other network labs will continue to deliver services to our members as usual.

WHAT THIS MEANS

This change means that Quest Diagnostics (Quest) will no longer be a contracted provider with UHC. However, the District has authorized UHC to process lab services for our employees and retirees under a **special provision** that allows the Plan to reimburse up to **100% of Usual and Customary Rates** (UCR) for utilization of any non-contracted medical labs effective January 1, 2007. That is, these lab costs will be paid at 100% of UCR instead of the usual 80% of UCR for out-of-network providers. This exception will expire in December 2007 by which time LabCorp will have established a number of local lab facilities.

Please note that under this special provision if your physician sends you or your samples to a lab that does not participate in UHC Choice or Choice Plus Network (including Quest Diagnostics), you may have to pay a higher cost if the charges exceed the UCR fees.

WHAT YOU SHOULD DO

To maximize benefits and minimize out-of-pocket expense, it is best to utilize contracted providers. Please ask your physician to verify that they use a lab contracted with **United Healthcare CHOICE or CHOICE PLUS Health Plan**.

If you use Quest or another out-of-network provider for laboratory services, file a claim as you would for any out-of-network service. Quest will not require payment at the time of service. You will receive a bill from them that you need to submit to UHC with your claim. **You will be responsible for the difference between what the Plan pays (100% of UCR) and the total charge.**

For information regarding group health plans, list of contracted providers or claim forms, you can now access the information via our web site: <http://hr.fhda.edu/benefits>.

If you have any questions, please contact **UHC Customer Care** at **1-800-510-4846**.