

# Provider Update

---

## Preferred Laboratory Vendors

**Background:** Laboratory Corporation of America (LabCorp) and Quest Diagnostics are our preferred laboratory providers.

✦ **What this means to you:** Please refer Amerigroup\* members to LabCorp or Quest Diagnostics for all laboratory services. You must request precertification when there is a medical need to refer a member to a nonparticipating laboratory vendor. Emergencies and services exempted by state or federal regulations do not require precertification.

### **About LabCorp and Quest Diagnostics**

These nationally contracted laboratory providers offer comprehensive clinical and specialty services in all our service areas. They provide convenient and easily accessible service for our members, such as extended or weekend hours, local patient service centers, online and mobile scheduling, resource information, and more. For providers, they offer online and mobile test ordering and on-demand lab reports, order management, and tracking. These providers also share lab results data with us to help with case management, disease management, early case findings and quality improvement programs. We report lab results to our state and federal agencies in compliance with our contractual obligations.

### **How do I find the closest LabCorp or Quest Diagnostics location?**

- Call LabCorp at 1-800-345-4363 or visit the [LabCorp web portal](#)
- Call Quest Diagnostics at 1-866-697-8378 or visit the [Quest Diagnostics web portal](#)

### **What if I need assistance?**

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at the Dedicated Service Unit at 1-866-805-4589.

SSO-PEC-0334-13  
Issued March 2013  
by Amerigroup Specialty Products Group

\*In New Mexico, Amerigroup Community Care of New Mexico, Inc.  
This notice does not apply to providers in our Lubbock, Texas service area

