



QuestSelect™ FAQs

1. What is **QuestSelect™**? The **QuestSelect™** program allows you to obtain outpatient laboratory testing at no cost to you.
2. What do I pay when I use blood work and other laboratory testing with **QuestSelect™**? You have a \$0 copay for over 1,200 different blood, urine, cytology, pathology, and cultures that are included in the subscription.
3. What tests are covered under **QuestSelect™**? Over 1,200 tests including
 - Blood testing (e.g., cholesterol, complete blood cell counts)
 - Urine testing (e.g., urinalysis)
 - Cytology and pathology (e.g., pap smears, biopsies).
 - Cultures (e.g., throat culture)
4. How can I be certain Quest Diagnostics will not bill me? You must inform the Quest Diagnostics receptionist that you are a **QuestSelect™** member and present your member ID number. Your **QuestSelect™** member ID will be your health plan ID number for those who have a health plan. If you do not have a health plan, a **QuestSelect™** member ID will be assigned to you and made available online or by calling 1-866-725-0777 for this or any other questions.
5. My doctor ordered blood work and wanted me to go down the hallway. What do I do since I have **QuestSelect™**?
 - **You need to understand** your rights and why the doctor does this. If your doctor is employed by a hospital, he or she is required to send you to their most expensive blood work facility down the hallway, *but* you are not required to go down the hallway.
 - **Why?** The hospital electronic medical record (EMR) system is programmed to list only hospital blood work facilities. This makes the hospital money, while you lose money. **Warning:** blood work at hospitals is expensive for a reason.
 - **Why do the doctors let this happen?** Because they can be fired if they refer to care providers that are not owned by the hospital. **QuestSelect™** was created to provide you with affordable access to the care you need. \$0 out-of-pocket at the time of care. It's your body. It's your hard-earned money.
 - **Tell your doctor and his or her medical receptionist** you have a \$0 out-of-pocket **QuestSelect™** membership and to schedule your blood work or other lab testing at Quest Diagnostics. It's your option and right to pay \$0 out-of-pocket or a big surprise hospital bill for blood work.
 - **Quest Diagnostics** will send your blood work results to your doctor to discuss with you and make your results available to you online under your MyQuest™ account. It's that easy to get and share lab results.

6. Does **QuestSelect™** replace current healthcare benefits? No. This is a member driven program. However, if you choose not to use **QuestSelect™**, your usual deductible and coinsurance costs will apply, and you will lose out on the \$0 co-pay, \$0 out-of-pocket feature of this program.
7. What tests are not covered under **QuestSelect™**? **QuestSelect™** does not cover:
- Lab work ordered during hospitalization.
 - Lab work that is needed on an emergency (STAT) basis and time-sensitive, esoteric outpatient laboratory testing such as fertility testing, bone marrow studies and spinal fluid tests.
 - Non-laboratory work such as mammography, x-ray, imaging, and dental work.
 - Lab work performed without the use of your **QuestSelect™** benefit.
 - Testing that is not approved and/or covered by your current health benefit plan, if you have one.
8. How can I find the nearest Quest Diagnostics lab near me?
- Go to <https://www.arkgroup.com/>
 - Select the second option under “Products” titled “**QuestSelect™** Map”
 - Enter your zip code
 - You can also go to: <https://www.questdiagnostics.com/locations/search.html/34112/10/4>
9. How many Quest Diagnostic labs are there? There are over 2,000 lab locations across the US.
10. Can I use **QuestSelect™** at my doctor’s office? No. In order to receive \$0 Copay your doctor must give you a script and you must go to a Quest Diagnostics™ location.
11. Do I need to go to a different location than my doctor’s office? Yes. In order to receive \$0 Copay your doctor must give you a script and you must go to a Quest Diagnostics™ location.