



## *Provider's Guide to Using Participating Labs*

All providers participating in the Preferred Care PPO network must use participating lab vendors when lab services are needed and are not performed in the provider's office. If a participating lab is not used, providers could be subject to a lower allowable charge.

For a list of participating labs, please see the Professional Provider Office Manual online at [www.bcbsla.com](http://www.bcbsla.com) under "Manuals & Speed Guides" or on iLinkBLUE under "Manuals."

This speed guide provides you with a quick reference to the participating lab requirements so your patients with Preferred Care PPO coverage can receive the maximum benefits to which they are entitled.

### **Requirements for PPO Providers**

**Laboratory services provided to PPO members must be submitted to participating labs, if not performed in your office.** Some laboratory services may be covered under the member's office copayment. Preoperative lab services rendered before an inpatient stay or outpatient procedure may be performed by Preferred Care PPO participating hospitals or the member's selected hospital.

If you perform laboratory testing procedures in your office, we require that a copy of your Clinical Laboratory Improvement Act (CLIA) Registration be provided along with your Louisiana Standardized Credentialing Application when applying for credentialing or recredentialing with Blue Cross.

You may only bill for lab services that you perform in your office.

### **Specimen Collection/ Handling Fee**

To compensate physicians for their time and effort associated with collecting specimens and handling lab tests sent to participating labs, physicians may be paid a \$3 specimen collection handling fee per member/per visit for tests routed correctly to one of the preferred labs. **To be paid the \$3 specimen collection handling fee, you must bill CPT code 36415 or 99000.**

Please note: If you perform the lab test(s) in your office, you are not eligible to bill and receive separate reimbursement for specimen collection.

### **Working With Participating Labs**

Contact participating labs directly to obtain the necessary forms for submitting lab services for your PPO patients.

Physicians who do not collect specimens in their offices may send their PPO patients to the participating lab draw sites. You may use our online provider directories or your Professional Provider Office Manual available at [www.bcbsla.com](http://www.bcbsla.com) to locate those participating lab draw sites. No specimen collection billing would be appropriate in this situation.

### **Special Arrangements**

Special arrangements for weekend or after-hour pickups may not be available at all participating labs. Please contact the participating labs directly to make special arrangements.

### **Provider Inquiries and Satisfaction**

Providers can access member's benefits, eligibility and allowable charges using the iLinkBLUE *Provider Suite*. If you have questions regarding a member's coverage, please call Provider Services at (800) 922-8866.

Please let us know if any quality issues arise so we can work with the appropriate lab to improve service and ensure that you and your patients receive the service you expect and deserve. If you have any questions about your network participation, please call Network Administration at (800) 716-2299, option 3.