



P.O. Box 30449  
Salt Lake City, UT 84130-0449

August 2016

**Re: Participating Provider Laboratory and Pathology Protocol, Effective Sept. 1, 2016**

Dear Provider:

UnitedHealthcare requires physicians and other qualified health care professionals to inform patients who are our members when referring them to or including a non-network care provider in that patient's health plan.

To aid in that disclosure process and help UnitedHealthcare members receive cost-effective laboratory and pathology services, we created the Participating Provider Laboratory and Pathology Protocol and the Laboratory and Pathology Services Consent Form. You can access these forms at [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > Tools & Resources > Policies, Protocols and Guides > Protocols > Participating Provider Laboratory & Pathology Protocol and Laboratory & Pathology Services Consent Form.

**As stated in the June edition of the UnitedHealthcare Network Bulletin, beginning Sept. 1, 2016, Optum network behavioral health clinicians in Delaware are required to obtain consent from UnitedHealthcare members before referring them to or using non-network laboratories and pathologists for their care. This includes:**

- **Specimens collected in office and sent to a non-network laboratory or pathologist for processing**
- **Providing a member with a prescription, requisition or other form to obtain laboratory or pathology services outside your office**

If you collect specimens in your office and use a network laboratory or pathologist for processing, there will be NO additional requirements after Sept. 1, 2016.

Use of network laboratories and pathologists is always required, except:

- As otherwise authorized by UnitedHealthcare
- In an emergency situation
- If a UnitedHealthcare member has made an informed decision to use a non-network laboratory or pathologist and you have followed the process outlined below to document that decision.

**Process for Documenting Members' Decisions to Use Non-Network Benefits or be Responsible for Billed Charges**

Prior to any referral to or inclusion of a non-network laboratory or pathologist in a UnitedHealthcare member's care, you must:

1. Discuss network and non-network care provider options with the UnitedHealthcare member and provide them with a copy of UnitedHealthcare's Laboratory and Pathology Services Consent Form. This is a separate form from the Member Advance Notice Form for the Involvement of a Nonparticipating Provider.

2. After the discussion, the member must complete the Laboratory and Pathology Services Consent Form indicating whether they wish to use a network or non-network laboratory or pathologist.
  - When the UnitedHealthcare member indicates on the Consent Form that he or she chooses to use a non-network laboratory or pathologist:
    - 2..1. If the UnitedHealthcare member has non-network benefits, the non-network laboratory/pathology claim will be paid according to their non-network benefits and any non-network cost shares will be applied.
    - 2..2. If the UnitedHealthcare member does not have non-network benefits, they will be responsible for the full cost of the non-network laboratory/pathology services.
3. A standard or electronic copy of the consent form must be kept in the UnitedHealthcare member's medical record. We may request a copy of the completed form.

**A separate Laboratory and Pathology Services Consent Form is required for each episode of laboratory care and is only valid for 15 days from the date of signature, unless the "Ongoing Monitoring" box is selected, in which case the form is valid for one year from the date of signature.**

**Compliance with UnitedHealthcare Requests for a Copy of Laboratory & Pathology Services Consent Form**

If we request a copy of the consent form, please follow these steps:

- Return a copy of the signed and completed consent form within 15 days of the request.
- If you do not send a copy of the consent form or if the consent form is received within 15 days but the member's directions were not followed, the Evaluation & Management (E&M) code from the office visit will be reversed and denied for noncompliance with this protocol.
- Any payment previously made for the associated E&M service will be subject to recovery. Per your agreement with us, you are prohibited from balance billing the UnitedHealthcare member.

For a complete list of network laboratories and pathologists, follow these steps:

**Step 1** – Go to UnitedHealthcareOnline.com and select Physician Directory at the top of the home page.

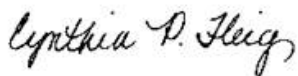
**Step 2** – Select the General Physician Directory link.

**Step 3** – Select a plan.

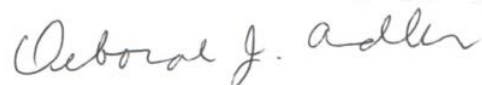
**Step 4** – Select Laboratory Facility or Laboratory – National and enter your patient's location.

If you have questions, please review the Laboratory and Pathology Protocol requirements at UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides > Protocols > Participating Provider Laboratory & Pathology Protocol or call Provider Services at 877-842-3210. Thank you.

Sincerely,



Cynthia Fleig  
Vice President, Network Management  
UnitedHealthcare



Deb Adler  
Sr. Vice President, Network Strategy  
Optum | United Behavioral Health