

Lab Testing

DESCRIPTION

Help your members monitor their health with 10% to 80% off typical costs of routine lab work. Members can choose from over 1,500 participating locations nationwide and order online or by phone.

- Test categories include allergies, vitamin and cholesterol levels, liver function, fertility, thyroid and more
- Confidential results in as little as 24 hours for most tests

HOW IT WORKS

- Members call or visit the website to schedule a service and place an order for a test.
- Members need their Member ID (found on the front of their membership card) and the code provided in their membership materials to complete their order online.
- Over the phone, service representatives will help members select a network provider that is convenient to home or work. DirectLabs provides the necessary order.
- Confidential test results are mailed, faxed, or uploaded to member accounts

IMPORTANT INFO

- Savings may vary based on geographic location, provider selected and procedure performed. At this time, DirectLabs is not available HI, MA, MD, ND, NJ, NY, RI or SD. Any orders submitted from these states will be cancelled.
- Members must provide their completed requisition form to the lab upon arrival— ONLY the requisition form for their discount online blood test and NOT from their doctor, otherwise they will be responsible for both bills.

BENEFIT PROVIDER BACKGROUND

DirectLabs (DLS) is a leader and pioneer in direct access testing (DAT). DLS has been helping consumers take charge of their own health since 1985. They offer online access to deep discounts off regular lab prices without a visit to the doctor and provide the necessary doctors order for blood testing needs. They also provide direct access to CLIA certified labs nationwide (except MA, MD, NY, RI and NJ) that allows testing to be simple and confidential. Included services are especially beneficial for those who are uninsured and underinsured, as well as those whose health plans have high deductibles. Most results are available within 24 hours.



Order tests online

[MyMemberPortal.com](https://www.mymemberportal.com)



Provide your Member ID on
your membership card



Order by phone

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FAQ

Q. When would I use this benefit?

A. A serious medical condition such as heart disease, prostate cancer or diabetes can exist without noticeable symptoms for up to two years. Early detection is your best defense. A simple blood test can increase your chances of identifying potential medical conditions, and establish a baseline of your normal ranges from which future tests can be monitored.

Q. Will this test be paid for by insurance?

A. This lab testing benefit service does not file insurance claims. Some insurance plans have a wellness or prevention benefit included. The lab testing service can provide you with CPT codes so that you may file for reimbursement yourself. There is no guarantee your claim will be reimbursed. Contact your insurance provider for your benefits and reimbursement options.

Q. Do I need to see my healthcare provider to get tested?

A. Direct access testing allows greater participation in one's own healthcare. Your healthcare provider can refer you to one of the participating lab facilities, but it's not a requirement. However, you will be asked to provide the specific name of the test you wish to order. This service is not allowed to make any test recommendations. Participating lab facilities CLIA-certified and regulated by appropriate governmental agencies.

Q. What is the testing procedure?

A. First you order your test online, through chat or by telephone. You then print your requisition form which you must have with you when you go to the patient service center for your blood draw. The lab will not draw your blood without the requisition*. There, your blood is drawn by a certified phlebotomist. The results are received by our office generally within 24-48 hours for most tests and uploaded to your secure online account.

**When you go to the lab to have your blood drawn, only take the requisition form and your photo ID with you. If you bring a requisition to a lab OTHER than the one provided through this service, you will receive a bill from the lab for which you will be responsible. Bring NO other requisition forms. If you go to another lab that is not included in the list of participating patient service centers, you be also be responsible for the bill from that lab.*

Q. What is a patient service center?

A. Patient Service Centers are certified laboratories where patients have blood drawn. These centers are staffed by licensed phlebotomists, and are the same facilities referred to by healthcare providers.

Q. Do I need an appointment?

A. An appointment is usually not required at most Patient Service Centers. You are encouraged to call the lab location to confirm their hours of operation and that an appointment is not required.

Q. Will I be able to understand the results?

A. All test results include the normal reference ranges, with abnormalities indicated. It is recommended you seek a healthcare provider to discuss results outside normal ranges. For assistance in better understanding lab tests and results, please visit labtestsonline.org.

Q. Will my healthcare provider receive a copy of my results?

A. Your privacy is respected and will remain confidential. You are the only one who receives the results unless you specify otherwise in writing. You can request to have a copy of your results sent to your healthcare provider only with a signed HIPAA release form giving us the authorization to do so.