

Quest Diagnostics

Frequently Asked Questions

1. What changes are coming to Sentara Health Plans' reference lab network in 2025?

Sentara Health Plans has contracted with Quest Diagnostics (Quest) as our exclusive independent national laboratory provider of clinical laboratory and anatomic pathology services for our commercial and government program members. This will become effective on January 1, 2025. While there will be some changes to services provided by Sentara Reference Labs outside of the Greater Hampton Roads area, Sentara Reference Labs will remain our exclusive laboratory services provider within the Hampton Roads area for the majority of Sentara Health Plans' products.



2. Who is Quest Diagnostics?

Quest Diagnostics is one of the world's leading providers of diagnostic testing information services. Like Sentara Health Plans, they have a shared mission to provide access to high-quality, affordable, and equitable healthcare with an unparalleled consumer experience. Quest is a committed partner, one who can support Sentara Health Plans to deliver the best possible laboratory services to our members by providing solutions and support in advanced testing, scientific and clinical excellence, medical insights, and member satisfaction.



3. Does this impact all areas of Virginia?

For our Sentara Medicaid members, Quest will be providing all lab services for members residing outside of Hampton Roads. While all Sentara patient service centers and draw site locations will be available for specimen collection, all specimens in this area need to be sent to Quest for processing.

Medicaid members residing within the Hampton Roads service area will continue to use Sentara Reference Labs for all lab services.

Quest will also be a network option for all employer group plans, Individual & Family plans, Medicare Advantage and D-SNP (Dual Eligible Special Needs Plans) products outside of Hampton Roads and for select self-funded groups within Hampton Roads.

Sentara Reference Labs will remain in-network for all employer group plans, individual and family plans, Medicare Advantage and D-SNP (Dual Eligible Special Needs Plans) products statewide.

For your reference, the following cities/counties comprise the Hampton Roads area:

- | | |
|-----------------|---------------------|
| • Accomack | • Suffolk |
| • Hampton | • Virginia Beach |
| • Mathews | • Gloucester |
| • Northampton | • James City County |
| • Southampton | • Norfolk |
| • Sussex | • Portsmouth |
| • Chesapeake | • Surry |
| • Isle of Wight | • Williamsburg |
| • Newport News | • York |
| • Poquoson | |

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4. How does this impact AvMed and our Florida market?

AvMed already partners with Quest as their exclusive and sole national laboratory provider. This will extend the terms of their current contract for two additional years through December 31, 2027.

5. Does that mean that LabCorp will no longer be in our network?

LabCorp will no longer provide services to Sentara Health Plans members effective January 1, 2025. Their patient service centers will not be in-network to utilize as draw sites. In addition, providers collecting specimens within their office or facility will no longer send these to LabCorp for testing.

6. Will Sentara Reference Labs still be an option for our members?

Sentara Reference Labs will remain in-network for all employer group plans, Individual & Family plans, Medicare Advantage and D-SNP (Dual Eligible Special Needs Plans) products, and Medicaid members residing in Hampton Roads. However, Sentara Reference Labs will no longer provide laboratory testing services for Medicaid members residing outside of Hampton Roads and Quest will be the exclusive lab partner for those members.

7. Does this change impact any other laboratory providers?

There may be additional changes to the laboratory providers in our network. Refer to our online directory for confirmation of network status. Sentara Health Plans will continue to provide a robust lab network with convenient access to draw sites. In addition, there will be no change in covered services currently available to our members.

8. Does Quest have statewide patient service centers and draw site locations?

Yes, Quest has over 2,400 sites nationwide, including 37 locations within Virginia. Additional site locations are being added in Hampton, Williamsburg, Gloucester, Harrisonburg, Staunton, and Mecklenburg. These sites will be open prior to January 1, 2025, bringing the number of Virginia locations to 43. Quest has provided commitments to open additional sites based on the needs of our members. In addition to these draw site locations, Quest has a daily courier service which picks up specimens from all Sentara Health Plans' contracted medical offices and facilities throughout the entire state.

9. Why did Sentara Health Plans make this change to the laboratory network?

Quest was eager to partner with Sentara Health Plans on several initiatives that bring value to our members and the health plan. Quest continues to invest in the development of innovative new tests and advanced healthcare information technology solutions to offer a diverse range of testing, including clinical tests for women's health, neurology, oncology, and transplantation.