

Quest Diagnostics to become the Lab Provider for Sentara Health Plans

Update #: OPSQUEST010125

Effective Date: 1/1/2025

Applicable Plan(s): Commercial, Medicaid and Medicare

Applicable Policy: N/A

Business Owner: Network Management – Contracting

Current State: Lab Corp is the lab provider for Sentara Health Plans

Future State: Beginning on January 1, 2025, Quest Diagnostics will be the exclusive independent national laboratory provider of clinical laboratory and anatomic pathology services for members of Sentara Health Plans commercial and government programs.

The agreement will apply to Sentara Health Plans members in Florida and Virginia, including those in Sentara’s Florida-serving AvMed business.

Quest is one of the world’s leading providers of diagnostic testing information services and is committed to delivering the best possible laboratory services to our members. They currently have over 40 patient service centers and draw site locations within Virginia. Quest also has a daily courier service which picks up specimens from all medical offices and facilities in your plan’s provider network throughout the entire state.

Quest and Sentara Reference Labs (SRL)

The table below outlines the members – commercial (employer group and Individual & Family plans), Medicaid, and Medicare – who will be served by Quest and/or Sentara Reference Labs (SRL):

Membership	Quest	SRL
Commercial (in Hampton Roads)	In-network <i>for certain self-funded groups only</i> .	In-network for all employer group plans and Individual & Family plans.
Commercial (outside Hampton Roads)	In-network for all employer group plans and Individual & Family plans.	In-network for all employer group plans and Individual & Family plans.
Medicaid (in Hampton Roads)	Not in-network, see SRL.	All lab services and specimen collection.

Operations Updates



Medicaid (outside Hampton Roads)	All lab services.	Available for specimen collection only (must be sent to Quest).
Medicare (in Hampton Roads)	Not in-network, see SRL.	In-network for Medicare Advantage and D-SNP.
Medicare (outside Hampton Roads)	In-network for Medicare Advantage and D-SNP.	In-network for Medicare Advantage and D-SNP.

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 and 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 products statewide.

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

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

Please be aware that 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.

Operations Updates



Requesting Services

To schedule specimen pickups or a daily courier service with Quest, please call 1-866-MYQUEST or go to: QuantumLSM.com.

Sentara Health Plans, Sentara Reference Labs, and Quest Diagnostics all share a common goal to deliver quality and affordable care to our plan members.