

May 30, 2012

Dear Health Care Provider:

Volunteer State Health Plan (VSHP) is committed to working with our health care provider partners to ensure the needs of our members are met while also curbing the rate of increase in health care costs.

Because VSHP has experienced double-digit growth in laboratory expenditures during the past year, and due to declining rates being paid for the services we provide to our members, VSHP will begin using Quest Diagnostics as its exclusive lab provider for our **BlueCare and TennCareSelect** members. This transition is limited to the TennCare program only and does not affect other lines of business at this time.

Beginning July 1, 2012, all outpatient lab testing for members covered by VSHP must be referred to Quest Diagnostics with the following limited exceptions:

- (1) Lab testing included on the approved Exclusion List performed by participating providers. The Exclusion List is included with this letter and is posted on the provider section of our website at www.VSHPTN.com/providers
- (2) Proprietary lab test not available through Quest Diagnostics (i.e. BRAC Analysis)
- (3) Outpatient dialysis clinics

Inpatient lab services are not affected by this change.

Quest Diagnostics

Quest Diagnostics is a leading provider of diagnostic testing, information and services, offering enhanced efficiency through:

- Access to more than 3,400 diagnostic tests, providing the right tools for even your most complicated clinical cases.
- Results within 24 hours for more than 97% of the most commonly ordered tests.
- Trained IT Specialists provide 24/7/365 support for all Quest Diagnostics IT solutions in your office.

Many health care providers in Tennessee already use Quest Diagnostics for their lab testing, and are familiar with Quests convenient locations across the state; its appointment scheduling system that can be done by phone, online or mobile app; and email reminders either in English or Spanish about upcoming tests or exams.

Resources and assistance

Health care providers with questions about the transition please contact your local Provider Network Manager at one of the numbers below, or visit www.VSHPTN.com/providers.

<u>Regional Office</u>	<u>Telephone Number</u>
Chattanooga	(423) 535-6307
Jackson	(731) 664-4127
Johnson City	(865) 588-4640
Knoxville	(865) 588-4640
Memphis	(901) 544-2399
Nashville	(615) 386-8630



If you do not currently use Quest Diagnostics, please contact a Quest Diagnostics Physician Representative at 866-MY-QUEST (866-697-8378) Option 1, then Option 8 to set-up Quest's lab ordering and reporting system in your office.

If you currently use Quest Diagnostics for lab services, you may continue to use your existing Quest Diagnostics account and requisition forms. No other action is necessary.

We appreciate your continued support and participation as we work together to reduce costs and improve care for our fellow Tennesseans.

Sincerely,

Scott Pierce
President and CEO
Volunteer State Health Plan

Mark Austin
Senior Vice President, Network Management
BlueCross BlueShield of Tennessee