



Blue Cross and Blue Shield of Louisiana uses a preferred lab program with multiple statewide and regional lab vendors. Laboratory services provided to Preferred Care PPO members must be submitted to a preferred reference laboratory in the member's network when not performed in the provider's office. Physicians who do not adhere to these referral guidelines may be subject to penalties as described in their provider contracts.

Please refer to the preferred lab requirements listed below to ensure your patients receive the maximum benefits to which they are entitled. A list of PPO preferred reference labs is included on the back of this guide.

Lab Program Requirements

Laboratory services provided to PPO members must be submitted to preferred reference labs, if not performed in your office. Some laboratory services may be covered under the member's office copayment. Preoperative lab services rendered before an inpatient stay or outpatient procedure may be performed by Preferred Care PPO participating hospitals or the member's selected hospital, but otherwise should be sent to one of our preferred reference labs.

If you perform laboratory testing procedures in your office, we require that a copy of your Clinical Laboratory Improvement Amendments (CLIA) certification be provided along with your Louisiana Standardized Credentialing Application when applying for credentialing or recredentialing with Blue Cross.

You may only bill for lab services that are covered under your CLIA certification and are performed in your office.

Working With Preferred Reference Labs

Contact preferred reference labs directly to obtain the necessary forms for submitting lab services for your PPO patients.

Physicians who do not collect specimens in their offices must refer their PPO patients to a preferred reference lab draw site. You may use our online provider directories available at www.BCBSLA.com or the list on the back of this speed guide to locate preferred reference lab draw sites. No specimen collection billing would be appropriate in this situation.

Specimen Collection/Handling Fee

To compensate physicians for their time and effort associated with collecting specimens and handling lab tests sent to preferred reference labs, physicians may be paid a specimen collection handling fee per member/per visit when no other in-office lab tests are performed and billed on the same day. To be paid the specimen collection handling fee, you must bill CPT® code 36415 or 99000.

Please note: If you perform the lab test(s) in your office and send out any lab test(s) on the same date of service, you are not eligible to bill and receive separate reimbursement for specimen collection.

Special Arrangements

Special arrangements for weekend or after-hour pickups may not be available at all preferred reference labs. Please contact the preferred reference labs directly to make special arrangements.

Provider Inquiries and Satisfaction

Providers can access member's benefits, eligibility and allowable charges using our self-service tools: iLinkBlue (www.BCBSLA.com/ilinkblue), Interactive Voice Recognition (IVR) 1-800-922-8866 and HIPAA transactions.

Please let us know if any quality issues arise so we can work with the appropriate lab to improve service and ensure that you and your patients receive the service you expect and deserve.

Ordering Physician Requirements

The ordering/referring provider NPI is required on all lab claims otherwise the claim will be returned requesting that the claim be refiled with the ordering provider's NPI number.

If you are CLIA-certified to provide lab services in your office and you are billing for these services, please include the ordering provider NPI information on the claim form.

Place the NPI in the indicated blocks of the claim forms:

- **CMS-1500:** Block 17B
- **UB-04:** Block 78
- **837P:** 2310A loop, using the NM1 segment and the qualifier of DN in the NM101element
- **837I:** 2310D loop, segment NM1 with the qualifier of DN in the NM101 element

For complete lab billing guidelines, please refer to our *Professional Provider Office Manual* found online at www.BCBSLA.com/providers >Resources.

Preferred Reference Labs

We use a preferred reference lab program with multiple statewide and regional lab vendors. Lab services provided to Preferred Care PPO Louisiana members must be submitted to one of the following labs:

Statewide Labs

| | | |
|---|--|-----------------------------------|
| • Clinical Pathology Labs | www.cpllabs.com | 1-800-633-4757 |
| • Laboratory Corporation of America (LabCorp) | www.labcorp.com | 1-800-621-8037 |
| • Quest Diagnostics | www.questdiagnostics.com | 1-866-MYQUEST (1-866-697-8378) |

Regional Labs

Baton Rouge Region

- Woman's Hospital Laboratory (225) 924-8278

Lafayette Region

- Acadia Laboratory LLC (337) 783-0961
- Eunice Medical Laboratory, Inc. (337) 457-5562
- Envision Pathology, LLC (337) 783-0039
- Precision Diagnostics (337) 706-8230
- Premier Laboratory Services (318) 450-3711

Monroe

- Clinical Reference Laboratories (318) 396-3143
- Specialty Drug Testing, LLC (318) 410-9900

New Orleans Region

- Advanced Clinical Laboratory (504) 520-8970
- Physicians Group Laboratories LLC (985) 872-5572
- Stone Clinical Laboratories 1-844-786-6325

Please note: This is the current list of preferred statewide and regional reference labs as of the date this guide was published. To view the most current list of preferred reference labs, visit our website at www.BCBSLA.com/providers > Find a Doctor or Drug and enter the member ID number or network; the city, parish or ZIP; and type lab for specialty or keyword, then click search.

Pass-through Billing Not Permitted

Pass-through billing occurs when the ordering provider requests and bills for a lab service, but the lab service is not performed by the ordering provider or the CLIA-certified lab owned and operated by the ordering provider.

The expectation is that we will receive lab claims billed from:

- The performing provider at a CLIA-certified lab, owned and operated by the ordering physician, or
- The ordering provider who owns and operates a CLIA-certified lab, or
- An in-network reference lab

Blue Cross does not permit pass-through billing. Only the performing provider should bill for these services. You may only bill for lab services that you perform in your office.

Providers may bill for the following indirectly performed services:

- The service of the performing provider is performed at the place of service of the ordering provider and is billed by the ordering provider, or
- The service is provided by an employee of a physician or other professional provider (e.g. physician assistant, surgical assistant, advanced practice nurse, clinical nurse specialist, certified nurse midwife or registered nurse first assistant), who is under the direct supervision of the ordering provider and the service is billed by the ordering provider.

Place of Service Billing for Lab Services

The place of service (POS) code for all clinical and anatomical laboratory services should reflect the type of facility where the patient was located when the specimen was taken, regardless of whether a global, technical or professional component of the service is being billed. For example:

- If an independent laboratory bills for a lab sample where the sample was taken in its own laboratory, POS code "81" (reference lab) would be reported.
- If a provider/an independent laboratory bills for a test on a sample taken in an inpatient hospital setting, POS code "21" (inpatient hospital) would be reported.
- If a provider/an independent laboratory bills for a test on a sample taken in an outpatient hospital setting, POS code "22" (outpatient hospital) would be reported.
- If a provider/an independent laboratory bills for a test on a sample taken in a physician office setting, POS code "11" (office) would be reported.

Out-of-state Labs

If you refer your patients to a reference lab that is not in Louisiana, the out-of-state reference lab must be a participating provider for the member's plan in the state where the specimen is drawn in order for the member to receive the highest level of member benefits.

If you are collecting the specimen and sending the specimen to an out-of-state reference lab, you need to ensure that the out-of-state reference lab you are using is participating with Blue Cross and Blue Shield of Louisiana, otherwise your patient will be subject to a much higher cost share for this service. In addition, using a non-participating reference lab could subject you to a lower allowable charge.