UnitedHealthcare Laboratory Benefit Management Program
Frequently Asked Questions

Program Overview

Q1. What is the Laboratory Benefit Management Program?
A. The Laboratory Benefit Management Program was developed to help manage appropriate utilization for outpatient laboratory services. The pilot program is limited to fully insured Commercial members in Florida, excluding Neighborhood Health Partnership members.

As part of the Laboratory Benefit Management Program, all outpatient laboratory services for these members will be subject to new requirements including advance notification and new medical policies.

Beacon Laboratory Benefit Solutions, Inc. (BeaconLBS®), a subsidiary of LabCorp®, will administer the Laboratory Benefit Management Program for UnitedHealthcare.

Q2. Why is UnitedHealthcare implementing this program?
A. The current health care environment challenges us to look for more opportunities to improve affordability and quality of care for our members. As part of this effort, UnitedHealthcare is implementing the Laboratory Benefit Management Program to help manage appropriate utilization for outpatient laboratory services.

Q3. Who is BeaconLBS?
A. BeaconLBS specializes in laboratory services management. BeaconLBS Physician Decision Support technology helps make it easier to choose tests and laboratories using evidence-based guidelines and industry best practices. They also offer Laboratories of Choice, a network of laboratories that help provide consistent clinical practices and cost-efficiency.

Q4. Which members are part of the Laboratory Benefit Management Program?
A. Our pilot program will include UnitedHealthcare fully insured Commercial members in Florida, excluding Neighborhood Health Partnership. Members who are part of the Laboratory Benefit Management Program will have the BeaconLBS logo on their member identification cards.

Q5. What happens if a member chooses to use an out-of-network laboratory?
A. Services provided by out-of-network laboratories will be processed according to the member’s benefit plan.

Q6. Do I need to participate in the Laboratory Benefit Management Program?
A. You must follow the Laboratory Benefit Management Program requirements for any members who are part of the program. All outpatient laboratory services for these members will be subject to the new requirements including advance notification and new medical policies. You can view these at UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides > Protocols > UnitedHealthcare Laboratory Benefit Management Program.
Registration

Q7. What do I need to do to prepare for the program launch?
   A. All providers must register before the program begins on Oct. 1, 2014. To get started, please visit BeaconLBS.com and select Login|Register. You can begin using Physician Decision Support on Sept. 1, 2014, to become more familiar with the application before the launch.

   Ordering Physicians: If you have already registered with BeaconLBS or if you submit test orders through an ordering system integrated with Physician Decision Support, no further action is necessary.

   Rendering Providers: If you perform and bill for laboratory tests that are not Clinical Laboratory Improvement Amendments (CLIA)-waived, you must register as a laboratory. This process includes providing quality criteria and mapping test information to prepare for the Laboratory Benefit Management Program launch.

   To learn more about registration and preparing for the Laboratory Benefit Management Program, please visit UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides > Protocols > UnitedHealthcare Laboratory Benefit Management Program > External Reference Guide.

Q8. Why do I need to register with BeaconLBS?
   A. BeaconLBS administers the Laboratory Benefit Management Program, so registration with them is an important step to prepare for the program launch. To get started, please visit BeaconLBS.com and select Login|Register.


   If you also perform and bill for laboratory tests that are not CLIA-waived, you must register as a laboratory so that service and claims payment are not affected.

   Laboratories: By registering with BeaconLBS, ordering physicians can select your laboratory for services when ordering tests using Physician Decision Support. In addition, registered laboratories will be able to access the Outcome Summary to determine whether the requested laboratory services are covered under the member’s benefit plan. If you do not register, laboratory referrals and claims payment may be impacted.

Decision Support Tests

Q9. What are Decision Support Tests?
   A. Decision Support Tests are tests that require advance notification or prior authorization as part of the Laboratory Benefit Management Program. Physician Decision Support has advance notification built in for Decision Support Tests.

   Ordering physicians should use an integrated Physician Decision Support application to order these tests from a network provider authorized to perform them. After ordering Decision Support
Tests using Physician Decision Support, an Outcome Summary will display. This printable onscreen message will confirm that advance notification was completed and prior authorization was requested, if applicable. Rendering providers should confirm receipt of the Outcome Summary for any Decision Support Tests before performing the tests.


**Physician Decision Support**

**Q10. What is Physician Decision Support?**
A. Physician Decision Support is an online tool that helps physicians select tests and laboratories using evidence-based guidelines and following UnitedHealthcare policies. Physician Decision Support can be used as a standalone ordering application accessible to registered users on BeaconLBS.com. It is also integrated with a variety of laboratory ordering systems and electronic medical records (EMR) applications.

Physician Decision Support will automatically identify members who are part of the Laboratory Benefit Management Program. Physicians can also use Physician Decision Support for UnitedHealthcare members who are not part of the Laboratory Benefit Management Program.

Ordering physicians should use Physician Decision Support to order Decision Support Tests from a network provider authorized to perform them. Physician Decision Support has advance notification for Decision Support Tests built in. For any tests requiring prior authorization (i.e., BRCA), Physician Decision Support will send the information to UnitedHealthcare, with the decision stored in Physician Decision Support.

**Q11. How will I know if the laboratory ordering system I use is integrated with Physician Decision Support?**
A. The following laboratory ordering systems and EMR applications are integrated with Physician Decision Support. That means you can use them to order Decision Support Tests for members who are part of the Laboratory Benefit Management Program.

- **Aprima EHR:** aprima.com
- **eClinicalWorks:** eclinicalworks.com
- **emdeon Clinical Exchange EHR Lite:** emdeon.com/ehrlite
- **EMR-Link™:** liaisonhealthcare.com/solutions/emr-link
- **LabCorp Ordering Applications:** labcorp.com
- **Millennium MLIS:** millenniumlabs.com

If you don’t use one of these applications to order laboratory tests, you can use the standalone Physician Decision Support application by logging in to BeaconLBS.com.

**Q12. How will using Physician Decision Support impact my practice’s workflow?**
A. If you use a laboratory ordering system or EMR application that’s already integrated with Physician Decision Support, your practice’s workflow will not need to change. The application will automatically identify members who are part of the Laboratory Benefit Management Program.
Program and lead you through the process for advance notification or prior authorization for Decision Support Tests.

If your practice is not using an integrated laboratory ordering system, you can use the standalone application at BeaconLBS.com to order Decision Support Tests for members who are part of the Laboratory Benefit Management Program.

If your practice uses a laboratory ordering application that is not yet integrated with Physician Decision Support, please contact BeaconLBS at 800-377-8809 or BeaconLBS.com/contact to request integration with Physician Decision Support.

Q13. Why does the Laboratory Benefit Management Program use BeaconLBS’ Physician Decision Support application?
A. Physician Decision Support helps make it easier to choose the right tests and laboratories for members using evidence-based guidelines and industry best practices.

Physician Decision Support is owned and administered by BeaconLBS. Through our agreement with BeaconLBS, we are able to provide this application to UnitedHealthcare network physicians and laboratories. While UnitedHealthcare does not own or administer Physician Decision Support, we worked with BeaconLBS to choose the Decision Support Tests it covers for members who are part of the Laboratory Benefit Management Program.

Laboratories of Choice

Q14. What is a Laboratory of Choice?
A. BeaconLBS has a network of preferred in-network laboratories called Laboratories of Choice. These independent and hospital laboratories offer consistent clinical practices and cost efficiency. Laboratories of Choice must meet the following quality and accreditation standards:

- CLIA certification
- For certain complex pathology tests:
  - College of American Pathologists (CAP) certification
  - Secondary review attestation
  - Sub-specialist certification
- Capability to process test orders and results electronically
- Execution of an agreement with BeaconLBS

Becoming a Laboratory of Choice is optional for UnitedHealthcare network laboratories. To apply to be a Laboratory of Choice, please complete the Contact Us form at BeaconLBS.com/contact.

Q15. How will I know if I’m ordering laboratory tests from a Laboratory of Choice?
A. When you use integrated Physician Decision Support to order a laboratory test, you will be presented with a list of laboratories to choose from. This list will identify Laboratories of Choice. To view a list of Laboratories of Choice, please visit UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides > Protocols > UnitedHealthcare Laboratory Benefit Management Program.
Q16. Will registering with BeaconLBS make my laboratory a Laboratory of Choice?
   A. Registering with BeaconLBS will not make you a Laboratory of Choice. To become a Laboratory of Choice you must meet certain quality and efficiency criteria and execute an agreement with BeaconLBS.

   UnitedHealthcare network providers are not required to become a Laboratory of Choice.

Q17. Do I have to pay a management fee to become a Laboratory of Choice?
   A. You do not have to pay a fee to become a Laboratory of Choice. If you are interested in applying to be a Laboratory of Choice, please contact BeaconLBS at 800-377-8809 or BeaconLBS.com/contact.

Advance Notification and Prior Authorization

Q18. What are the advance notification requirements for the Laboratory Benefit Management Program?
   A. All outpatient laboratory services for members who are part of the Laboratory Benefit Management Program are subject to new requirements including advance notification for Decision Support Tests. Advance notification is an administrative protocol to notify UnitedHealthcare of Decision Support Tests prior to the test order. This advance notification does not require a clinical review. This is different from other UnitedHealthcare advance notification programs.

   To view a list of Decision Support Tests that require advance notification, please visit UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides > Protocols > UnitedHealthcare Laboratory Benefit Management Program > Decision Support Tests.

   Ordering physicians should request advance notification using Physician Decision Support.

Q19. What will happen if advance notification is not on file?
   A. If advance notification is not on file, the rendering laboratory should contact the ordering physician to complete the notification process. Advance notification must be completed within 10 calendar days from the date of service.

   If there is no advance notification on file and the services are performed in place of service (POS) 11 or 81, the claim will deny as provider liability. Network providers cannot balance bill the member for covered services.

Q20. What are the prior authorization requirements for the Laboratory Benefit Management Program?
   A. This program will continue to require prior authorization for BRCA testing, which is a current prior authorization requirement for UnitedHealthcare members. No other laboratory tests are subject to prior authorization at this time.

Q21. Where can I get more information about advance notification and prior authorization?
   A. To learn more about advance notification and prior authorization, please view the Laboratory Benefit Management Program Administrative Protocol at UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides > Protocols > UnitedHealthcare Laboratory Benefit Management Program.
Claims Submission

Q22. Will this change how claims are submitted?
   A. No. You will continue to submit claims to UnitedHealthcare as you do today.

Q23. What information should I include on claims as part of the Laboratory Benefit Management Program?
   A. Please include the following on all laboratory claim submissions for UnitedHealthcare fully insured Commercial members:

   - Laboratory test identifier: an internal laboratory code used to identify a specific test performed by a laboratory
     - Only for CMS-1500; POS 11 or 81
   - CLIA number
     - Only for CMS-1500; POS 11, 22 or 81
   - Referring provider name and national provider identifier (NPI) number
   - Member diagnosis code(s)

For More Information

Q24. Where can I get more information about the Laboratory Benefit Management Program?
   A. To view Laboratory Benefit Management Program requirements and other resources, please visit UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides > Protocols > UnitedHealthcare Laboratory Benefit Management Program.

   You can also view resources by logging in to BeaconLBS.com and selecting UnitedHealthcare Resources. If you have questions about registration, using Physician Decision Support or becoming a Laboratory of Choice, please contact BeaconLBS at 800-377-8809 or BeaconLBS.com/contact.

   If you are unable to find the information you need using these resources, please contact your network manager or provider advocate.