

13 – LABORATORY SERVICES

Overview

Bill all laboratory (lab) procedures performed in the provider's office for a BCBSNM member to BCBSNM. An appropriate diagnosis code must be present on all lab claims.

Filling out your patients' lab requisitions correctly and completely is critical for the labs that provide testing services for your practice. **When ordering tests from a participating lab, the following information must accompany the requisition:**

- Patient's full name, complete billing address, and telephone numbers
- Patient's date of birth and gender
- Party to be billed: patient or insurance company
- Subscriber's name, policy number, group number, and a copy of the insurance card (front and back)
- Responsible party (if patient is a minor)
- Complete and valid diagnosis code, narrative, and/or signs and symptoms that support the reason for the lab test
- When ordering a lab test, refer to the code and not the name of the test.

Always refer lab specimens to a BCBSNM participating lab when applicable. The lab performing the testing will bill for the resulting charges. See Subsection 13.4 for information about participating labs and draw stations.

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13.1 Reimbursement and Billing

13.1.1 Reimbursement and Billing Procedures

Covered lab services furnished in accordance with BCBSNM medical policy and other applicable reimbursement guidelines are reimbursed at a fee-for-service rate according to the BCBSNM maximum allowable fee schedule or as otherwise provided in the provider's contract with BCBSNM. The handling or drawing of the specimen is considered part of the lab procedure; therefore, an additional charge for drawing or handling will not be reimbursed. However, BCBSNM will reimburse the provider for drawing or handling when the specimen is sent to a lab other than the provider's office lab and the lab procedure is billed separately by the independent lab.

13.1.2 Pass-Through Billing

Pass-through billing of lab services is not permitted due to the potential negative financial impact to the member. Providers should only bill for the component of the lab services they perform: technical, professional, or both. This applies to all providers including hospitals and health systems with an ownership interest in an independent lab regardless of Medicare clinic status.

13.2 Non-Covered Services/Experimental, Investigational, or Unproven Lab Work

It is the responsibility of the provider ordering potentially experimental, investigational, or unproven lab work to inform the patient that this lab work may be a non-covered service, and that the patient may incur financial responsibility for such testing. The ordering provider should obtain a signed Non-covered Services, Experimental, Investigational, or Unproven Lab Work Consent and Waiver form from the patient and include it with any experimental, investigational or unproven lab work that is sent to a lab. Contracted labs are responsible for making a consent and waiver form available to providers.

See [Section 4, Professional Provider Responsibilities](#) for further details regarding standard medical practice and guidelines for how a treatment, procedure, piece of equipment, drug, device, or supply may be determined to be experimental, investigational, or unproven.

Medical policy related to these services is available on our website at bcbsnm.com (click on *Providers*, then select [Medical Policies](#) under *Standards & Requirements*).

13.3 Genetic Studies

Genetic studies are limited by medical policy and benefit language and may require preauthorization. Refer to [Medical Policies](#) related to genetic studies on our website.

13.4 Participating Clinical Labs (Pick-Up Service and Draw Station Sites)

Laboratory Corporation of America, Quest Diagnostics, and TriCore Reference Laboratories are the participating, independent clinical/full reference labs for BCBSNM. Please fill out lab requisitions completely, including insurance information and diagnosis. These labs should be used at every opportunity for members' laboratory needs, including needs that are stat. Pick-up service is available to your office by calling:

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| Lab Corp. | 1-800-788-9892 |
| Quest | 1-866-697-8378 |
| TriCore | 1-800-245-3296 |

Draw station sites for Lab Corporation of America, Quest, and TriCore are located throughout the state. There are other genetic and specialized testing labs that participate with BCBSNM. Our lab panel can change periodically, so please refer to the [Provider Finder](#) located on our website at www.bcbsnm.com for an up-to-date list of our in-network labs and providers.
