

F A Q- Clinical Lab-

- **Why are you closing your lab services?**
 - This was an extremely difficult decision.
 - A number of factors contributed to this decision;
 - Pending cuts to payments for laboratory services based on the Protecting Access to Medicare Act (PAMA), Some tests have already seen reductions as high as 30% to 60%. With an additional 15% cut coming next year. (2026)
 - Many insurance providers use CMS (Center for Medicare/Medicaid Services) rates as guidelines for payments for testing, thus resulting lower reimbursements.
 - Capital investments in new equipment – significant cost increases for equipment and infrastructure upgrades have become unsustainable based on the reductions in reimbursements.
 - Staffing and regulatory challenges made it impossible to remain competitive in the marketplace.
- **We are not taking this decision and the impact it has on our patients lightly.**
 - We are working with the leadership of Quest Diagnostic Services to make this difficult transition as smooth as possible for our patients.
 - We are building the infrastructure into our patient portal MYBMGChart and the BuffaloMedicalGroup.com website to add a direct link to Quest’s scheduling website to make it easier for patients to schedule their lab testing.
 - Lab test orders from you BMG provider will continue to go directly to Quest’s system so you can choose the most convenient Quest location- near home or work to schedule your lab testing. Quest has 32 free standing locations conveniently located throughout Western New York.
 - With your order in their lab system you won’t need to have a hard copy, printed test prescription/requisition.
 - Patients can also visit: <https://appointment.questdiagnostics.com/>
To find a location nearest them, to schedule an appointment online or patients can contact Quest Diagnostics Customer Service at 866-MYQUEST (866-697-8378)
- **Testing Results**
 - BMG- has an existing test results interface with Quest Diagnostics. Your diagnostic test results will automatically populate back to your BMG Provider and to your patient portal MYBMGChart account.

- **Can my BMG primary care provider or specialists schedule my lab appointments with Quest Diagnostics or another lab provider?**

 - We cannot schedule patient lab appointments with Quest or other lab services provider. Patients can visit: <https://appointment.questdiagnostics.com/> To find a location nearest them to schedule an appointment online or patients can contact Quest Diagnostics Customer Service at 866-MYQUEST (866-697-8378)
- **Does it matter what Quest Diagnostics location patients go to for lab tests?**

Patients can select the Quest Diagnostic that is most convenient for them. Their test results will be fed automatically to their provider and MyBMGChart patient portal from any location.
- **Does Quest Diagnostics accept my insurance?**

We recommend that patients inquire with their insurance plan, but our understanding is that Quest is in network for majority of the payers
- **Can my provider offices draw blood or take urine samples and send them to Quest Diagnostics?**

We will be offering urine collection for limited urology cases, but no lab blood draws.
- **Do I need to have a printed prescription/order for my lab tests in order to go to Quest Diagnostics or another lab? Or will the order be sent to the Quest Diagnostics system? If the orders are sent, does it have to be to a specific Quest Diagnostics location?**

Quest does not require a paper requisition; however, all other lab facilities do require a paper script. This is due to the variety of computer interfaces at other lab draw locations.
- **I have a standing order for regular lab tests, can I schedule those in advance with Quest Diagnostics and will I need a printed order from my provider?**

Yes, they can be scheduled by patients; however, all existing standing lab tests will need to be reordered. No paper requisition is required
- **I (or my family member) do not use the internet to schedule medical appointments – is there a way to call Quest to schedule my lab test appointment(s)?**

Patients can contact Quest Diagnostics Customer Service at 866-MYQUEST (866-697-8378) to find their nearest location or to schedule an appointment.

- **My family member is home bound- does Quest Diagnostic services offer any in home lab draw services?**

Quest Mobile is available for many (but not all) tests and screenings in certain zip codes. When scheduling an appointment online, use your zip code (not city name) for best results. After entering your zip code, a Quest Mobile option will appear if it's available in your area.

- **Can Quest Diagnostics open lab service sites at BMG locations?**

Given the nature of their business; there are challenges with aligning Quest's business hours with BMG's. Our buildings would have to be operational on their business days. If we went this direction, it would increase our provider code responsibilities. Additionally, they would be required to make our location accessible to all patients in the community and could create parking constraints. We are working with Quest to open sites closer to our Essjay Road and Orchard Park offices.