

# At-home phlebotomy services

Update effective October 1, 2017



Anthem Health Plans of New Hampshire and Quest Diagnostics are committed to providing quality lab testing through a convenient At-Home Phlebotomy service. This service sends a Quest Diagnostics' phlebotomist to a member's home to collect the specimen for physician ordered lab testing. This is available to State of New Hampshire health benefit plan members with the Site of Service benefit option and will have no cost share when using any Quest Diagnostics laboratories or the At-Home Phlebotomy service.

## As an Anthem Health Plan New Hampshire member am I eligible for At-Home Phlebotomy services?

A member is eligible if the Anthem Health Plan of New Hampshire member resides within a zip code on the attached list of eligible geographic areas.

## How to schedule an appointment for At-Home Phlebotomy service?

For most efficient service, it is recommended that the phone calls to schedule appointments be made during the Home-Draw departments' regular business hours of 7:30 am – 5:00 pm, Monday – Friday.

Because this is a special program, the member should identify that he/she is an Anthem NH Site of Service member calling to schedule At-Home Phlebotomy services.

To schedule an appointment for At-Home Phlebotomy service, you or the ordering provider should call **800-225-5714**, select **Option 1** and then **Option 2**.

Appointments are available Monday through Friday with at least five (5) days advance notice. To avoid delays in the scheduling of a home appointment, you or the ordering provider should have the following information available before calling to schedule an appointment:

- Member's Name
- Member's Date of Birth
- Member's Address
- Telephone number
- Anthem Insurance ID
- Test Name
- Ordering Physician Name and Address

The specific time of the appointment will be determined when the call to schedule the home draw is made. A phlebotomist will contact you to confirm the appointment. Upon arriving at the home for the scheduled appointment, the phlebotomist will ask to confirm the name of the Ordering Physician prior to collecting the specimen.

For questions regarding the At-Home Phlebotomy service, please contact:

- Quest Diagnostics at **866-MYQUEST** (866-697-8378)
- Anthem Health Plan Providers: Contact the Anthem Provider Call Center **800-332-6558**.
- Anthem Health Plan Members: Contact the Member Services number on the back of the Member ID card.

## How to obtain laboratory services outside of the home.

You can receive laboratory services outside of your home by visiting one of the Quest Diagnostics Patient Service Centers. To find the nearest Quest Diagnostic Patient Service Center location visit the Anthem Health Plan Provider Finder at:

<https://www.anthem.com/health-insurance/provider-directory/searchcriteria?brand=abcbs>

## State of New Hampshire

# Eligible geographies for Quest Diagnostics At-home phlebotomy services - a Site of Service benefit option



ZIP CODE	CITY
03601*	Acworth
03812	Bartlett
03574	Bethlehem
03575	Bretton Woods
03223	Campton
03227	Center Sandwich
03603*	Charlestown
03743*	Claremont
03818	Conway
03233*	Elkins
03580	Franconia
03751*	George Mills
03238	Glenncliff
03752*	Goshen
03753*	Grantham
03754*	Guild
03605*	Lempster
03251	Lincoln
03585	Lisbon
03561	Littleton
03589	Mount Washington
03255*	Newbury
03773*	Newport

ZIP CODE	CITY
03257	New London
03774	North Haverhill
03259*	North Sandwich
03260	North Sutton
03262	North Woodstock
03607*	South Acworth
03272*	South Newbury
03273*	South Sutton
03284*	Springfield
03274	Stinson Lake
03586	Sugar Hill
03782*	Sunapee
03285	Thornton
03595	Twin Mountain
03279	Warren
03280*	Washington
03215	Waterville Valley
03598	Whitefield
03287*	Wilmot
03897	Wonalancet
03293	Woodstock
03785	Woodsville

\*Geographic areas added effective 10/01/2017

# State of New Hampshire

## Eligible geographies for Quest Diagnostics At-home phlebotomy services - a Site of Service benefit option

