

Special Bulletin

For professional and facility providers

February 28, 2024

More Options for Medicare Advantage: Quest Is No Longer the Exclusive Lab for Outpatient Services

Attention Highmark Blue Cross Blue Shield (WNY) and Highmark Blue Shield (NENY) providers:

Quest Diagnostics is no longer the required outpatient laboratory for **Medicare Advantage** members in New York state. Highmark Blue Cross Blue Shield and Highmark Blue Shield members in both the Medicare Advantage HMO and PPO plans are now able to use any in-network labs for outpatient laboratory services*. This change went into effect on **January 1, 2024**.

Highmark expanded outpatient lab options to ensure that our Medicare Advantage members and their providers have fast and easy access to care, when and where it is most convenient for them.

If your patients have questions about accessing in-network lab facilities, please direct them to call the number on the back of their Highmark member ID card. They can also search for participating laboratory locations on member.highmark.com, or by going to “get care” on the My Highmark mobile app.

If you have any questions about this change, please contact the [Provider Service Center](#).

**HMO and PPO are acronyms for Health Maintenance Organization and Preferred Provider Organization, respectively.*

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to “Highmark” in this document are references to the Highmark company that is providing the member’s health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

