



If you don't ask, you may pay more

Need lab work or outpatient care?  
Remind your doctor that you have the  
Site of Service program.

# Site of Service

## More choices. More savings.

Use your Site of Service program to save money on lab tests and outpatient surgery

At Anthem Blue Cross and Blue Shield (Anthem), our Site of Service program helps you get quality care for less money.

### Here's how it works:

- Your doctor wants you to get a lab test. If you use one of the **labs** listed on Anthem's *Find a Doctor* tool, you pay \$0 for services. Whether you need a blood, urine or strep test, you have no out-of-pocket cost. That means no deductible or coinsurance.
- Your doctor asks you to get a routine outpatient service, like knee arthroscopy. If you use an **ambulatory surgery center (ASC)** listed on [anthem.com/siteofservicenh](http://anthem.com/siteofservicenh) for same-day surgery, you'll pay less for your care. You'll pay a one-time, low-cost copay for the covered service.<sup>1</sup> Your copay will range from \$100-\$125. See your plan details for the exact amount. From taking out your appendix to taking out your tonsils, Site of Service can save you thousands. Consider that arthroscopic knee surgery alone can cost over \$9,100.<sup>2</sup>

Site of Service means you have the choice to save — because the little things can really add up.

### Lab

To find a lab near you, log on to [anthem.com](http://anthem.com) and choose **Find a Doctor**. Then, follow the prompts.

All independent labs in New Hampshire, including Quest Diagnostics®, LabCorp, Converge™ Diagnostic Services LLC and NorDx, are part of Anthem's Site of Service program, as well as some hospital-based labs.

### ASC

To locate a convenient ASC and find out which services it provides, visit [anthem.com/siteofservicenh](http://anthem.com/siteofservicenh). Or call the Customer Service number on your member ID card.

We'll keep looking for ways to lower your health care costs — while giving you access to the best care possible.

To learn more about the Site of Service benefit program, bookmark [anthem.com/siteofservicenh](http://anthem.com/siteofservicenh) for the latest updates.

With the exception of Lumenos® Blue Choice HSA and HRA health plans.

1. Additional services may be required at the ASC as part of your surgery or procedure and be subject to deductible and/or coinsurance. An example of such a service is pathology (the study and diagnosis of a disease) or work that is not sent to one of the labs found on Anthem's *Find a Doctor* tool.

2. Cost is based on Anthem claims data for the average paid amount for knee arthroscopy at NH hospitals in 2014.

# Site of Service frequently asked questions

## Here are answers to some common questions about the Site of Service program:

**Q:** How does Anthem's Site of Service program help lower costs?

**A:** It can reduce your out-of-pocket costs, as well as the overall cost of health care. By using labs found on Anthem's *Find a Doctor* tool, which include all independent labs in New Hampshire and some hospital labs, you will not have a copay for your lab services. It's one of the ways we are working to help ensure you have access to affordable care when you need it.

**Q:** How do I find a zero-cost lab through the Site of Service program?

**A:** Just log on to [anthem.com](https://www.anthem.com) and choose **Find a Doctor**. Then, follow the prompts.

**Q:** What if I don't use a zero-cost lab located on Anthem's *Find a Doctor* tool?

**A:** You may use any lab you'd like. However, if you choose a lab that's not listed on the *Find a Doctor* tool, your share of the costs may be higher.

**Q:** Does an independent lab provide the same type and quality of service as a hospital outpatient lab?

**A:** Yes, independent labs specialize in these types of services. They have the same level of quality and offer the same types of services as other outpatient labs.

**Q:** Can my doctor use an independent lab for my lab work?

**A:** Yes, when your doctor orders lab work, ask him or her to order your lab work at an independent lab. Even if your doctor usually uses another hospital lab not found on the *Find a Doctor* tool, he or she can order your lab work at an independent lab.

**Q:** My doctor doesn't have a contract with any independent labs. How can he or she get one?

**A:** Your doctor can easily set up an account with independent labs (for example, LabCorp, Quest Diagnostics®, Converge™ Diagnostic Services LLC or NorDx) through their websites.

While the account is being set up, your doctor can still order your lab work at an independent lab by giving you the laboratory order form. You'll need to take the form to the lab. Once your doctor has an account with the lab, the lab will automatically pick up your specimen(s) from the doctor's office.

**Q:** My doctor says he or she doesn't want to use one of the labs that I've requested under the Site of Service program. What can I do?

**A:** Remind your doctor that under New Hampshire law, you have the right to choose where you want to receive services, including lab services. Your doctor is required to give you a laboratory order form to take to the lab you want to use.

**Q:** What are ASCs?

**A:** ASCs are ambulatory surgery centers that provide a wide range of same-day surgical services, such as a tonsillectomy or knee arthroscopy.

**Q:** How can I find an ASC?

**A:** Go to [anthem.com/siteofservicenh](https://www.anthem.com/siteofservicenh) and choose **ambulatory surgery centers** or call the Customer Service number on your member ID card.

**Q:** I'm going to have surgery. How can I find out whether it can be done at an ASC?

**A:** Ask your doctor to recommend a surgeon who may be able to perform your surgery at an ASC.

**Q:** How much will I have to pay if I use an ASC?

**A:** If you use an ASC found on [anthem.com/siteofservicenh](https://www.anthem.com/siteofservicenh) for same-day surgery, you'll have one low copay. Your copay will range from \$100-\$125. See your plan details for the exact amount.\*

\* If you need additional care as part of the surgery or procedure, you may have to pay coinsurance and/or a deductible (the amount you pay before the plan pays). For example, you may pay more for pathology or lab work if it is not sent to one of the labs found on Anthem's *Find a Doctor* tool. Make sure your doctor at the ASC knows you have Anthem's Site of Service program.