

Preferred Lab Network

Frequently asked questions

Overview

The Preferred Lab Network features contracted laboratory providers who have met higher standards for access, cost, data, quality and service based upon a rigorous application and review process. This means you can offer members lab services with improved quality, access and service at a lower cost of care.

The following labs will continue to participate in the Preferred Lab Network, effective July 1, 2024:

- ✓ **Full test menu***
 - Laboratory Corporation of America (Labcorp)
 - Quest Diagnostics, Inc
- ✓ **Genetic/molecular pathology**
 - Myriad Genetic Laboratories, Inc
 - Natera, Inc
 - NeoGenomics Laboratories, Inc
- ✓ **Pathology**
 - AmeriPath Inc., Dermpath Diagnostics Inc.
 - Clinical Pathology Laboratories, Inc.
- ✓ **Toxicology**
 - Aegis Sciences Corporation
 - Millennium Health, LLC

*“Full test menu” providers offer testing services in all listed categories below.

We also include Preferred Lab Network providers in our [Designated Diagnostic Provider network](#).

Frequently asked questions

How does the Preferred Lab Network work?

The Preferred Lab Network is a subset of our existing laboratory network. You or the member won't need to do anything differently to access services from these labs. They're participating in the network, and we designate them in the [UnitedHealthcare Provider Directory](#).

Will UnitedHealthcare encourage members to use Preferred Lab Network providers?

Yes. We highlight labs participating in the Preferred Lab Network to let members know about the lab provider's quality, access and potential cost savings.

Which types of labs are eligible to apply to be a part of the Preferred Lab Network?

Freestanding independent labs that currently participate in the UnitedHealthcare network are eligible to apply for the Preferred Lab Network. The criteria for this application process are proprietary to UnitedHealthcare and, at a minimum, include advanced certifications beyond Clinical Laboratory Improvement Amendments of 1988 (CLIA), online capabilities and data security requirements.

If a hospital lab would like to apply to be part of the Preferred Lab Network, they'll need to contract with us as a freestanding lab provider and meet the Preferred Lab Network criteria. Hospital labs can contact their network contract manager for more information.

Why do labs have to apply to be a part of the Preferred Lab Network?

We require labs to apply to help ensure that the labs chosen for the Preferred Lab Network meet requirements based on a consistent set of access, cost, quality and service criteria. Participation status is for 1 year, and labs that were accepted into the Preferred Lab Network are required to reapply for participation each year.

What happens if a lab applies but isn't accepted into the Preferred Lab Network?

Labs that are not part of the Preferred Lab Network are still part of our extensive lab network, and our members continue to have access to these labs for services.

How often will UnitedHealthcare evaluate labs to be part of the Preferred Lab Network?

We evaluate the contracted independent freestanding labs that reapply each year against consistent criteria. We'll announce the opening of the next application window in the December Network News. You can see the monthly Network News at UHCprovider.com/news.

Will Preferred Lab Network labs be able to perform all lab tests/services for members?

Preferred Lab Network labs will perform covered tests. However, available services may vary by lab. The lab's Preferred Lab Network directory listing will include the types of testing available. The lab's website will also list the types of tests performed and their locations.

Does the Preferred Lab Network affect notification or prior authorization requirements?

No. We'll post any updates to plan notification/prior authorization requirements at UHCprovider.com/priorauth and in the [Administrative Guide](#).

Will an ordering provider have to do anything differently to request services from a lab in the Preferred Lab Network?

No. We want to help make the overall process as simple as possible, so ordering providers will continue to interact as usual with all UnitedHealthcare participating labs.

Will claims process differently from labs in the Preferred Lab Network?

No. Claims for Preferred Lab Network care providers will continue to process as they do today. You can find the information on submitting claims at UHCprovider.com/claims and in the [Administrative Guide](#).



Will all markets have access to the Preferred Lab Network?

No. There are some limitations on where and to whom we can offer the Preferred Lab Network because of pre-existing contractual arrangements.

Is UnitedHealthcare terminating labs from its network as part of the establishment of the Preferred Lab Network?

No. Any termination of an existing lab agreement is separate from the establishment of the Preferred Lab Network.