



Use Site of Service.

It can save you money.

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.

Use your Site of Service program to save money on lab tests and outpatient surgery¹

Here's how it works:

Lab tests

Your doctor wants you to get a lab test. If you use one of the **labs** listed on Anthem Blue Cross and Blue Shield's (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 cost at all.

To find a lab near you, log on to anthem.com and choose **Find a Doctor**. Then, follow the prompts.

All independent labs in New Hampshire, including Quest Diagnostics®, LabCorp and NorDx, are part of Anthem's Site of Service program, as well as some hospital-based labs. If a hospital-based lab is included in Find a Doctor, then it is in the program.

Outpatient surgery

Your doctor asks you to get routine outpatient care, like knee arthroscopy. If you use an **ambulatory surgery center (ASC)** listed on 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.² Your copay will range from \$100 to \$150. See your plan details in your *Summary of Benefits* for the exact amount. Using Site of Service really can save you thousands. For example, arthroscopic knee surgery could cost more than \$9,100.³

To locate an ASC and find out which services it provides, visit 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 for the latest updates.



¹ Site of Service is not available on Anthem's health reimbursement accounts and health savings account plans.

² If you need more 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.

³ Cost is based on Anthem claims data for the average paid amount for knee arthroscopy at New Hampshire hospitals in 2014.

Site of Service frequently asked questions

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 includes all independent labs in New Hampshire and some hospital labs, you won't have a copay for your lab services. This reduces your out-of-pocket costs, as well as the overall cost of health care.

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

A: Just log on to **anthem.com** and choose **Find a Doctor**. Then, follow the prompts. If a lab is included in Find a Doctor, then it is in the program.

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-based lab?

A: Yes, independent labs specialize in these types of services. They have the same level of quality and offer the same services as hospital-based 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 that is in the Site of Service program.

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 such as LabCorp, Quest Diagnostics® 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 specimens from your 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 get 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 tonsillectomies (surgery to remove one or both of the tonsils) or knee arthroscopies.

Q: How can I find an ASC?

A: Go to **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** for same-day surgery, you'll have one low copay. Your copay will range from \$100 to \$150. See your plan details in your *Summary of Benefits* for the exact amount.¹