



**OFFICE OF THE COUNTY EXECUTIVE
ALL-EMPLOYEES MEMORANDUM**

DATE: DECEMBER 14, 2020

******IMPORTANT NOTICE******

IN-NETWORK PROVIDERS UTILIZING OUT-OF-NETWORK LABS

The EMHP was advised that many of the Plan's participating or "in-network" providers, specifically some urgent care locations, are utilizing out-of-network laboratories to process testing specimens, including for COVID-19. As a result, physical checks are being issued by the Plan's administrator, Empire BlueCross BlueShield ("EBCBS"), and mailed directly to our members with the expectation the amount of those checks will then be paid to the out-of-network lab.

It is important to understand that for lab work other than COVID-19 testing, **the only in-network labs in the EMHP are Quest and LabCorp**. That means that lab work obtained from labs other than Quest or LabCorp, irrespective of who is requesting that lab work, for non-COVID-19 related services, will be paid as an out-of-network benefit, subject to deductible and member cost share. However, we recognize that with the rampant COVID-19 testing being performed, in-network providers are utilizing the services of other labs in order to keep up with demand.

Note: If you are out of New York State, please verify that Quest or Lab Corp are participating in your area. To find a participating provider in your area, please contact the EMHP's third party administrator, Empire BlueCross/Blue Shield at 1-800-929-7515 to verify participation in EMHP.

If you receive a physical check with an Explanation of Benefits for lab work performed for COVID-19 testing or other services via an out-of-network lab, the lab is going to bill you directly and you will be responsible for remitting those monies to the lab. If you are a recipient of one of these checks and have additional questions, please contact the Empire Health Guide at 1-800-939-7515.

**LISA BLACK
CHIEF DEPUTY COUNTY EXECUTIVE**

DISTRIBUTION: ONE COPY PER EMPLOYEE/RETIREE