



National Lab Program **Frequently Asked Questions**

1. What is UnitedHealthcare announcing about laboratory network changes?

Effective January 1, 2007, Laboratory Corporation of America (LabCorp) will be the only national laboratory services provider in our network.

LabCorp will participate with other regional and local laboratory providers in your area as part of our broad national laboratory network. LabCorp also will manage Oxford Health Plan's laboratory network in the greater New York metropolitan area, New Jersey and Connecticut effective January 1, 2007.

Also effective January 1, 2007, LabCorp will be the only national laboratory provider for HMO benefit plans for:

- PacifiCare of Arizona (no network change)
- PacifiCare of Colorado
- Neighborhood Health Partnership in Florida
- Mid-Atlantic Medical Services, Inc. (MAMSI) in Maryland and Virginia

2. If LabCorp is becoming UnitedHealthcare's only national laboratory, does that mean other national laboratories will be dropped from our network?

As of January 1, 2007, Quest Diagnostics will no longer provide laboratory services as a national laboratory provider for UnitedHealthcare, except in very limited markets. All other network laboratories will continue to deliver services to members. A current list of participating laboratories is available at myuhc.com[®] or by calling customer service at the telephone number on your ID card.

3. Does this mean that LabCorp is UnitedHealthcare's only network laboratory provider?

For most of the country, UnitedHealthcare's laboratory network will include a combination of our one national laboratory service provider (LabCorp), plus other regional and local laboratory service providers. In many areas, we will contract with new providers and add to our network.

4. How will this affect UnitedHealthcare members?

As long as physicians use one of UnitedHealthcare participating laboratories, you will not see any changes to your health care experience.

After January 1, 2007, however, if you or your specimens are referred to a laboratory that does not participate in our network (including Quest Diagnostics), then you and your employer will be subject to higher health care costs as described in your benefit plan. This would be an unfortunate result of your physician not confirming a laboratory's participation in our network, and we will do all we can to work with physicians to prevent this from happening.

You may not know which laboratory service your physician uses. In most of cases, specimens are collected in a physician's office and picked up by a courier. Test results then are delivered electronically. In other cases, your physician may refer you to a patient service center to give a sample.

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It just makes sense.®

An important way your physician can help you control the cost of care is to ensure that lab specimens are analyzed by labs in our network, such as with LabCorp or another participating provider. We encourage you to take an active role in your health care and learn which laboratories participate in our network, so together we can minimize any expenses that may come with using out-of-network providers.

5. Who is LabCorp?

LabCorp offers complete laboratory services that rival any other laboratory company in the country. LabCorp offers more than 4,400 types of laboratory tests, from routine blood work to HIV and genomic testing, and processes more than 360,000 specimens daily for 220,000 physicians and other clients.

LabCorp is well-regarded for its complex testing related to oncology, infectious disease and genomic, esoteric or anatomic pathology. It operates several affiliated Centers of Excellence, including the Center of Esoteric Testing in Burlington, N.C.; the Center for Molecular Biology and Pathology in Research Triangle Park, N.C.; the Center for Occupational Testing in Research Triangle Park, N.C.; National Genetics Institute in Los Angeles, Calif.; and ViroMed in Minneapolis, Minnesota.

Because it is important that you and your physician have a simple way to send and receive diagnostic tests and results, LabCorp provides an electronic system that is compatible with most medical practices today. We will encourage our network physicians to evaluate whether this tool will work for their practices.

6. Why did UnitedHealthcare make this decision?

We regularly evaluate our network relationships to ensure you receive the quality, convenience and affordability you expect from UnitedHealthcare. We have nothing negative to say about Quest or any other provider that does not participate in our network.

7. Are AmeriChoice and Ovations included?

Yes, AmeriChoice and Ovations, including Secure Horizons products, are part of this network change.

8. What physician specialties will be most affected?

Specialties that frequently use laboratory services include dermatology, oncology, obstetrics and gynecology, internal medicine, primary care and nephrology.

9. Will it be harder for me to find a network laboratory?

No. UnitedHealthcare continues to expand our network of regional and local laboratory providers in New York, Connecticut, Illinois, Missouri, California and Colorado, where Quest has in the past provided a higher volume of lab services.

LabCorp also will work to increase its presence in these markets. Specifically, LabCorp plans to add 377 new patient service centers by January 1, 2007 — 24 percent of which will be located in New York, Connecticut and New Jersey. This represents about a 10 percent expansion in LabCorp's retail locations.

By January 1, 2007, LabCorp plans to add another 250 sites located in MinuteClinics (located within CVS retail pharmacies). Also, another 170 new LabCorp locations are expected to be available by March 2007 at SmartCare walk-in clinics.

Insurance coverage provided by or through: United HealthCare Insurance Company, United HealthCare Insurance Company of New York, or their affiliates. Administrative services to self-funded plans provided by United HealthCare Services, Inc., United HealthCare Insurance Company, United HealthCare Service LLC or their affiliates. Health Plan coverage provided by or through: United HealthCare of Alabama, Inc., United HealthCare of Georgia, Inc., UnitedHealthcare of Illinois, Inc., United HealthCare of Kentucky, Ltd., United HealthCare of Louisiana, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MD-Individual Practice Association, Inc. (M.D. IPA), Optimum Choice, Inc., United HealthCare of the Midland, UnitedHealthcare of New Jersey, Inc., UnitedHealthcare of New York, Inc., UnitedHealthcare of North Carolina, Inc., United HealthCare of Ohio, Inc., United HealthCare of Tennessee, Inc., UnitedHealthcare of Texas, Inc., United HealthCare of Utah, UnitedHealthcare of Wisconsin, Inc., UnitedHealthcare Plan of the River Valley.

