



April 11, 2014

Change to the IBC outpatient laboratory provider network

Dear Doctor and/or other Health Care Provider:

I am writing to remind you of an upcoming change to the Independence Blue Cross (IBC) outpatient laboratory provider network effective July 1, 2014, and to inform you of resources that are available to you regarding this change.

Change to IBC outpatient laboratory provider network

Effective July 1, 2014, Laboratory Corporation of America[®] Holdings (LabCorp) will be IBC's exclusive nationally based provider of outpatient laboratory services. IBC's contract with Quest Diagnostics[®] laboratories will end for IBC health plans effective July 1, 2014, and Quest Diagnostics will be an out-of-network provider at that time.

This change applies to all Blue-branded product lines and members (i.e., Personal Choice[®], Keystone Health Plan East, and Independence Administrators), including individual, group commercial, and Medicare Advantage members, for services rendered in the Philadelphia five-county region and contiguous counties (i.e., the counties that surround the five-county IBC service area).

Why we are making this change

Health care is undergoing rapid, remarkable change, spurred by implementation of the health care reform law, an increasing focus on the individual consumer, and continuing cost pressures. In late 2013, IBC initiated a project to evaluate an exclusive national outpatient laboratory network concept, which has been effective in helping other insurers contain medical costs without affecting quality. Our partnership with LabCorp, a leading national laboratory, will allow for enhanced clinical initiatives to improve patient care.

More information about this change

We encourage you to review the information posted on the LabCorp-dedicated section of our Provider News Center at www.ibx.com/pnc/lab. This section contains resources specific to our provider network, including:

- frequently asked questions;
- a list of LabCorp's new patient service centers scheduled to open in the five-county IBC service area prior to July 1, 2014;
- a list of other currently contracted laboratories that will remain in our network in addition to LabCorp;
- an archive of communications related to this change.

If you have any questions after reviewing the resources, please email us at provider_communications@ibx.com.

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Use an in-network outpatient laboratory provider

As a reminder, your Professional Provider Agreement with IBC requires you to direct members and/or their lab specimens to a participating outpatient laboratory provider, except in an Emergency, as otherwise described in the applicable Benefit Program Requirements, or as otherwise required by law.

Thank you for participating in our network and for delivering quality care to our members, your patients.

Sincerely,

A handwritten signature in black ink, appearing to read "C. McTiernan", with a stylized flourish extending to the right.

Christopher E. McTiernan
Vice President, Contracting and Reimbursement