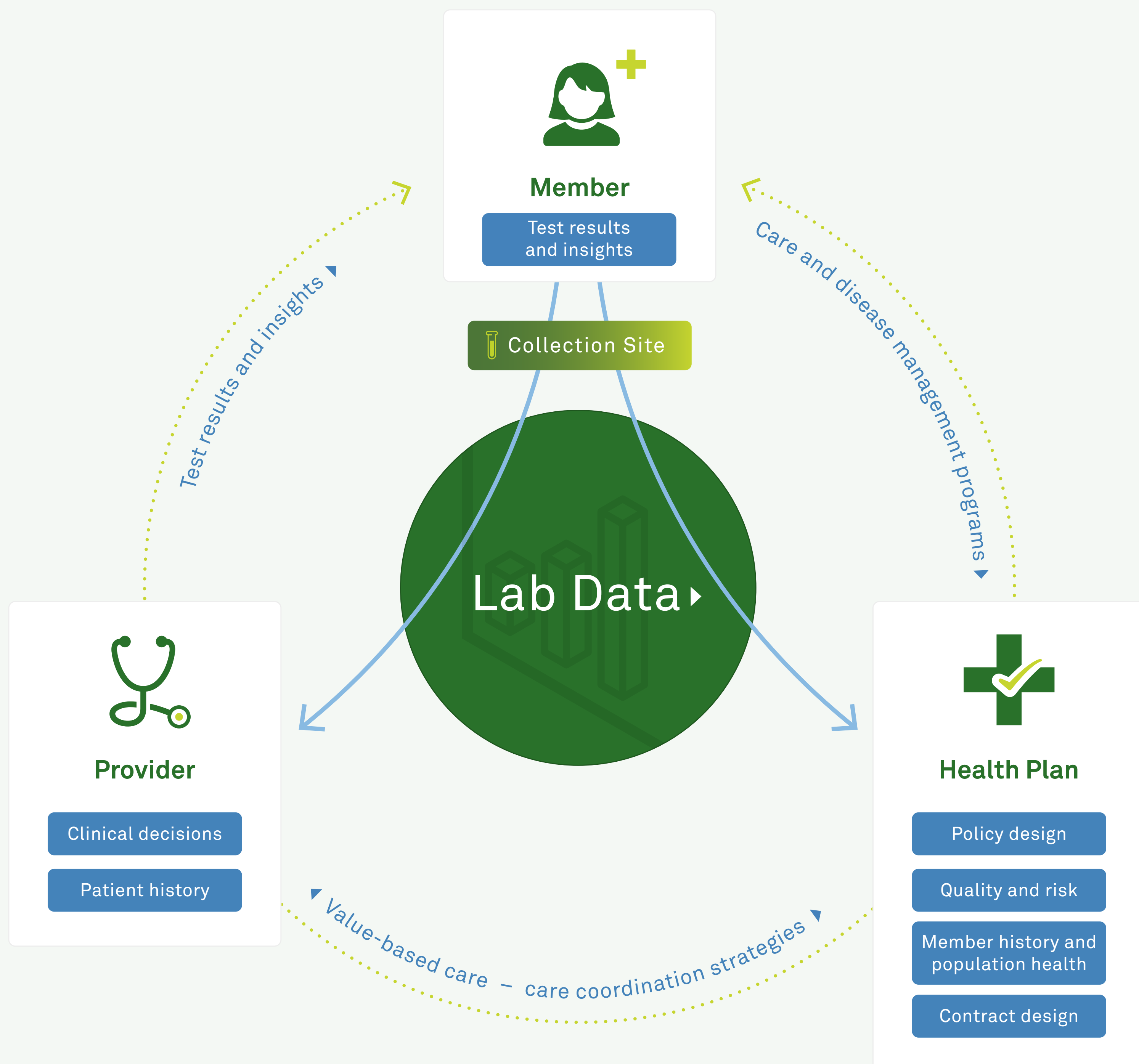


How **laboratory data** connect health plans, providers, and members

In today's ever-changing healthcare ecosystem, laboratory services and data are essential, providing immense value to all involved—health plans, providers, and members. More than that, these data can connect all key healthcare players, driving population health efforts; supporting collective value-based care efforts, for effective and efficient outcomes; and providing answers to questions about policy design, clinical workflows, and clinical decisions.



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Member



Member

Merely by following through with their lab testing, members supply data to both their providers and their health plans. They also benefit from their own lab data—their test results—delivered to them by their providers and/or via patient portals.



Test results and insights

These data give providers the insights they need to develop care plans and determine treatment, enabling members to better engage in—and improve—their health.

According to one survey,


98%

of members want lab result alerts via short secure messaging services

100%


prefer viewing their lab results online through an email or patient portal¹

Lab Data



Provider

- Clinical decisions
- Patient history



Health Plan

- Policy design
- Quality and risk
- Member history and population health
- Contract design

Value-based care - care coordination strategies

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Provider



Provider

Healthcare providers rely on both structured and unstructured data to inform their care. Lab data provide vital information about each member, enabling providers to improve prevention efforts, diagnose conditions, determine treatment, and continually monitor their patients.

72%

of physicians say lab data inform most of the clinical decisions they make on behalf of their patients²



Clinical decisions

Lab data play a critical role in providers' clinical decision-making, informing prevention, treatment, diagnosis, and monitoring.



Patient history

For physicians seeing new patients, lab data can provide them with valuable patient history. Which tests were performed, when, and which results were provided can not only help healthcare professionals familiarize themselves with their patients' conditions, but also determine the best path forward. These data can also help ensure proper test utilization and prevent unnecessary test ordering, for lower healthcare costs.

Clinical decisions

Patient history

Value-based care – care coordination strategies

Policy design

Quality and risk

Member history and population health

Contract design

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Health Plan



Health Plan

Health plans rely on lab data in addition to claims data to help inform their strategies, from population health to HEDIS® reporting efforts.

84%

of health plan executives and physicians say lab data deliver insights critical to bridging gaps in care²



Policy design

Labs can provide health plans with the data and services they need to support clinical policy design for value-based outcomes.



Quality and risk

Lab data and analytics can help health plans identify gaps in care, improve quality under HEDIS® and Medicare Advantage Star Ratings, reduce costs associated with HEDIS reporting (chart chase), and support risk identification to inform coding and disease management.



Member history and population health

Historical lab results can provide health plans with a better understanding of new member health status, enabling them to identify opportunities for better care coordination with providers. Additionally, lab data can support population health initiatives to improve care and reduce spending across multiple member groups.



Contract design

As health plans design value-based contracts with providers, lab data can further support their efforts. Labs can also collaborate with health plans to reduce lab price variability through shared savings contracting models.

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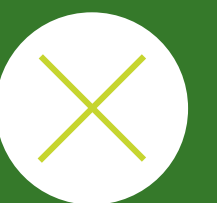
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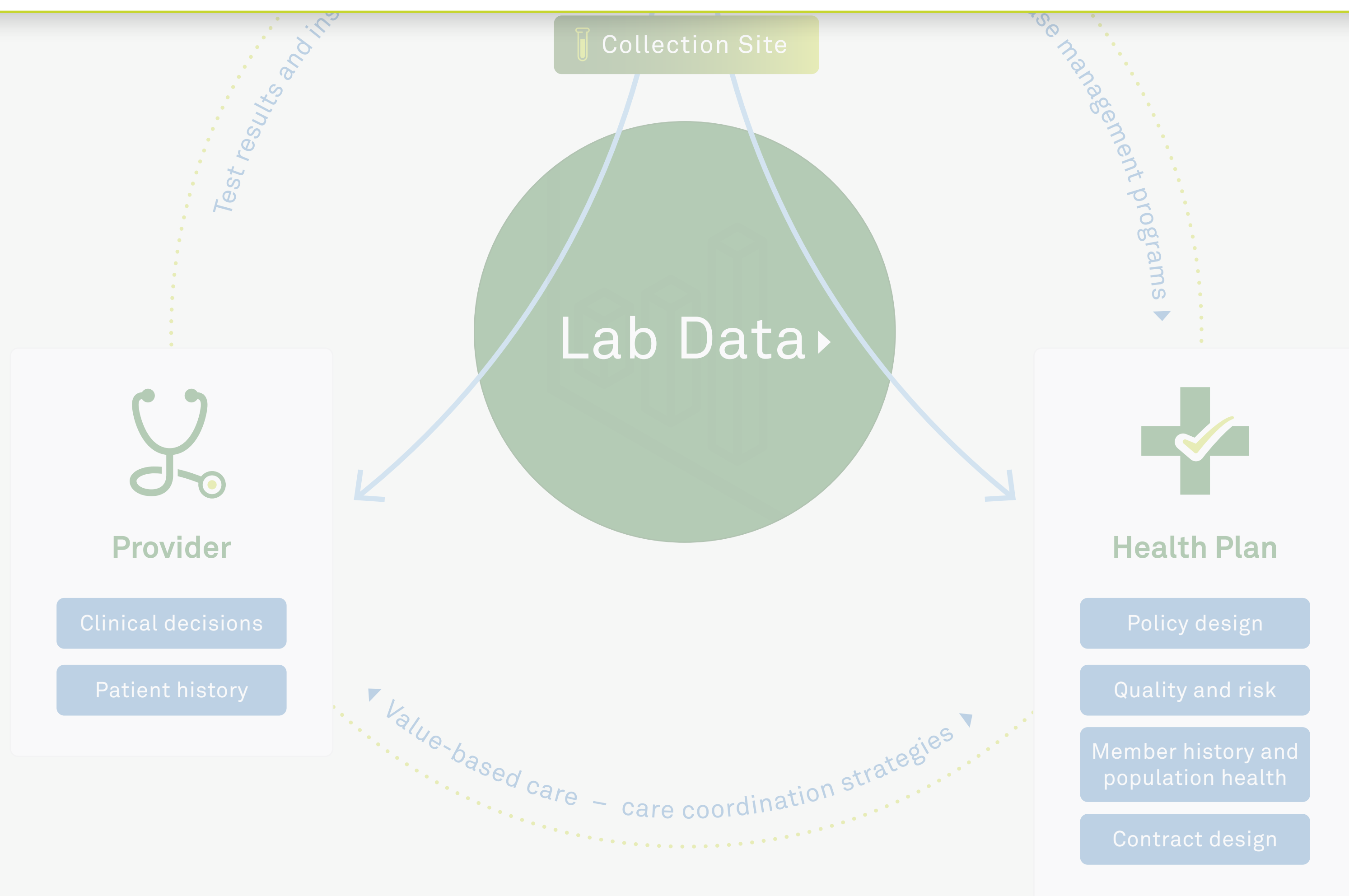
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Collection Site



Whether it's a hospital lab, a patient service center in a retail chain, or an in-home blood draw, this is where data collection begins. Quest Diagnostics processes samples easily and efficiently for quick delivery to providers and members. Some collection sites, like Quest Patient Service Centers, can also provide members with the estimated cost of their testing—a type of data that is highly important to members.



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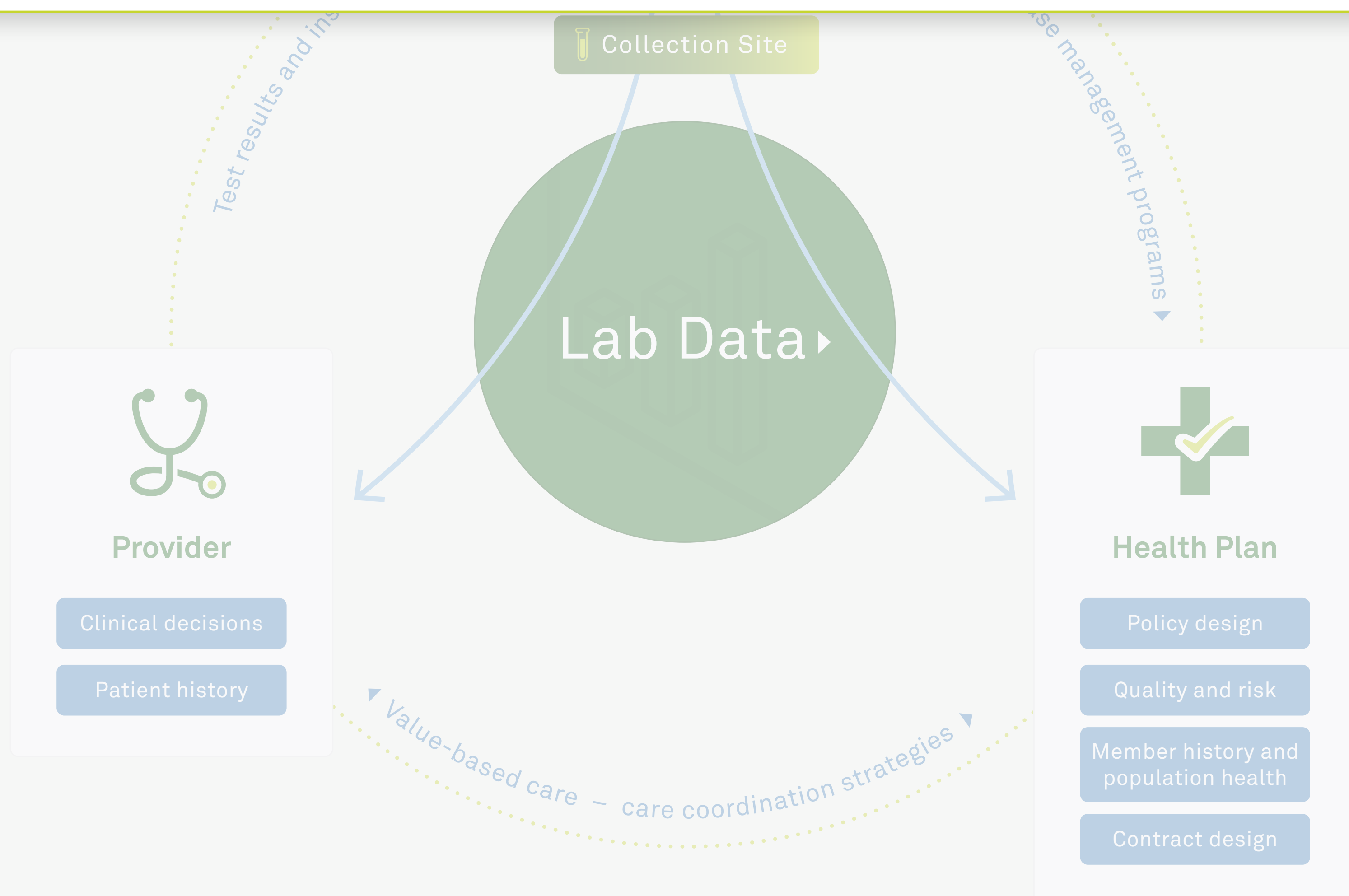
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Lab Data



This is typically processed, stored, and managed by a laboratory information system (LIS) that interfaces with electronic health record (EHR) systems. Some labs can provide both data and analytics to health plans and providers. Lab data can connect health plans with providers and health systems across the entire healthcare ecosystem, making it easier to improve member care and help to drive more efficient and effective outcomes.



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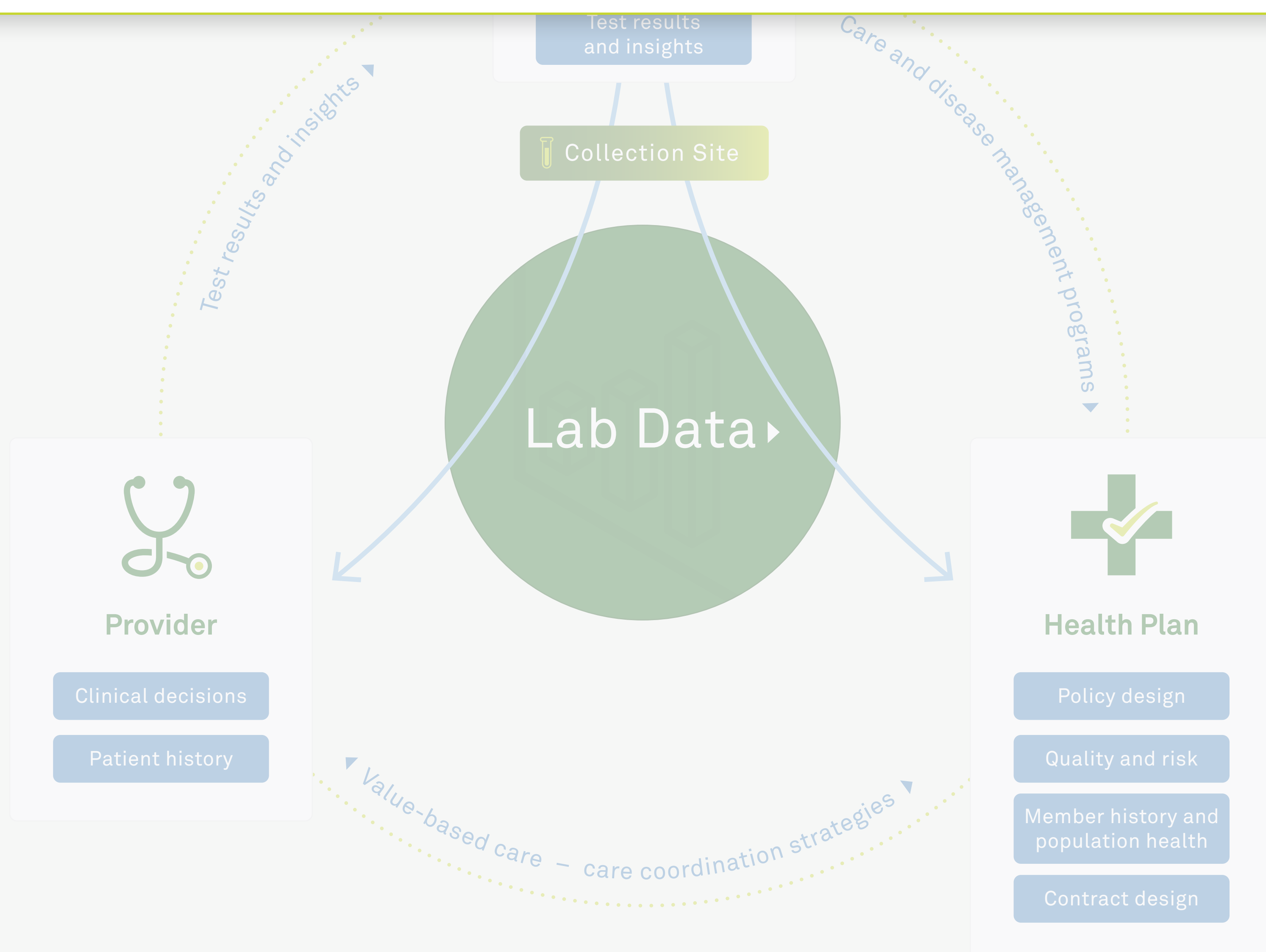
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Care and disease management programs

Lab data can help health plans identify specific care and disease management program eligibility among their members, for better health outcomes.



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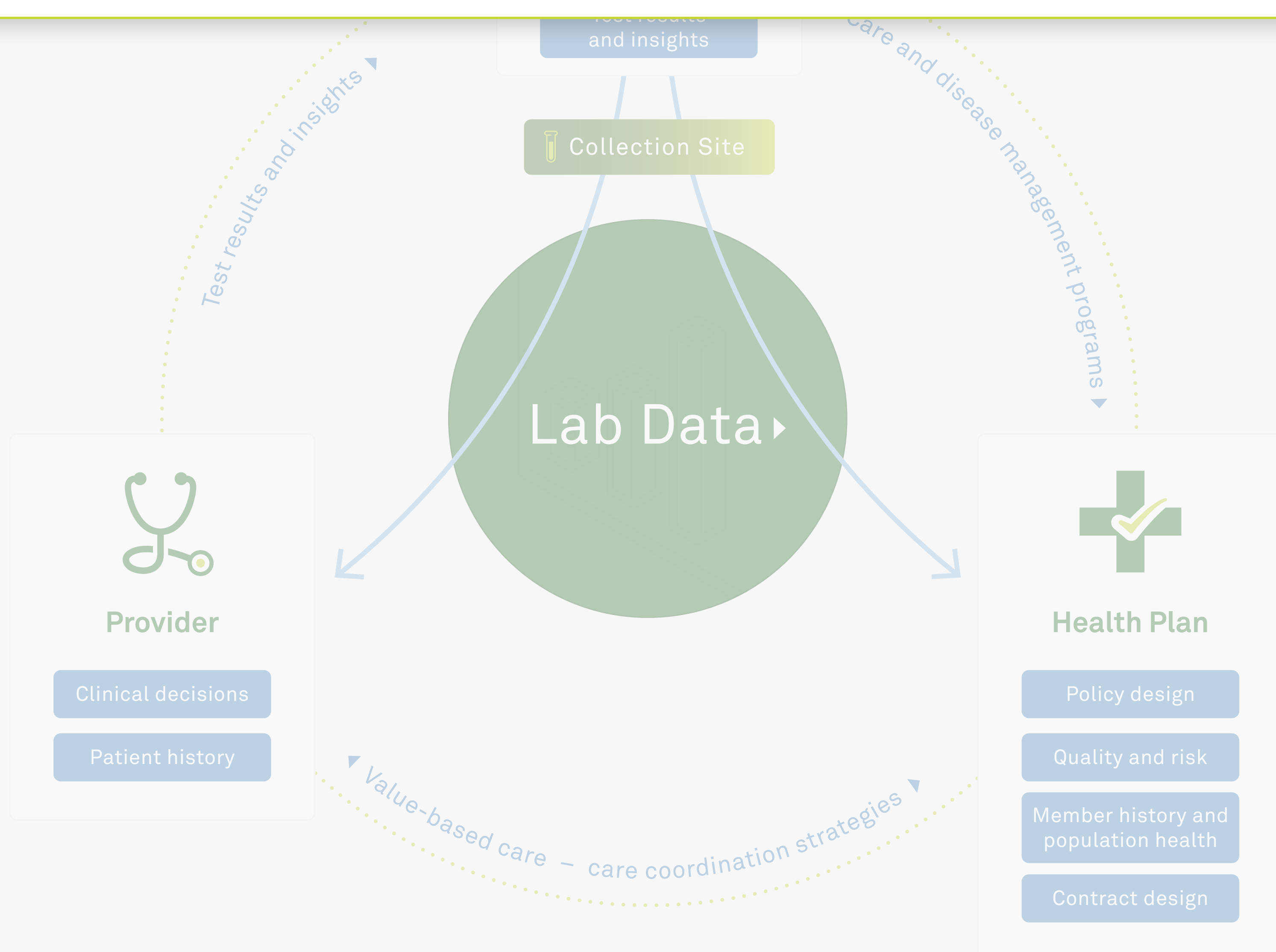
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Test results and insights



Providers share lab data—in the form of test results and insights—with members, to help guide treatment and care plan development.



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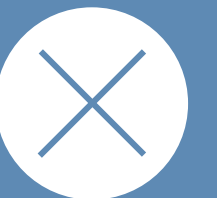
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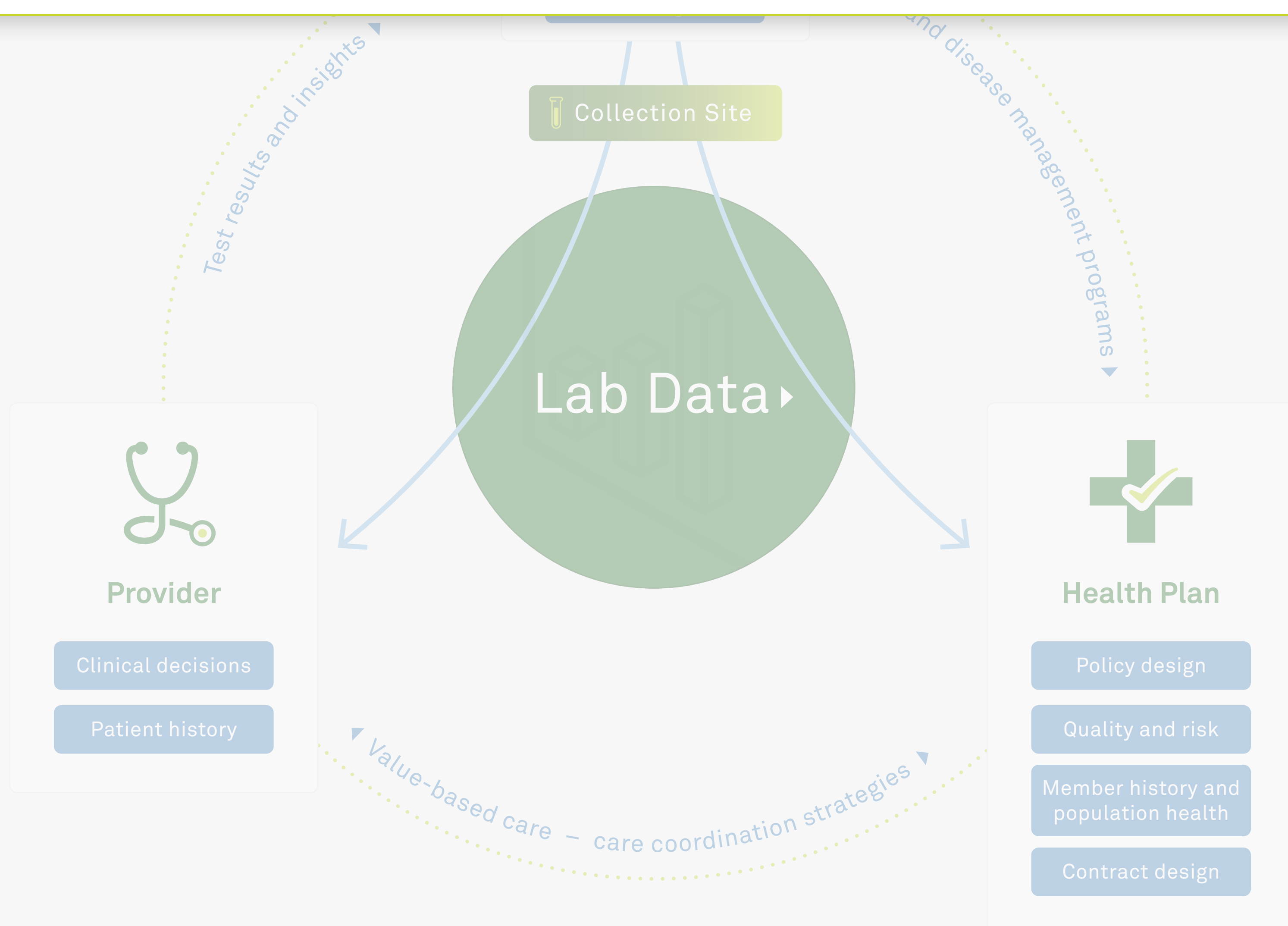
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Value-based care



Together with providers, many health plans have launched value-based care agreements and alternative payment models to reduce healthcare costs and increase care quality for members. Essential to these coordination efforts? Data.



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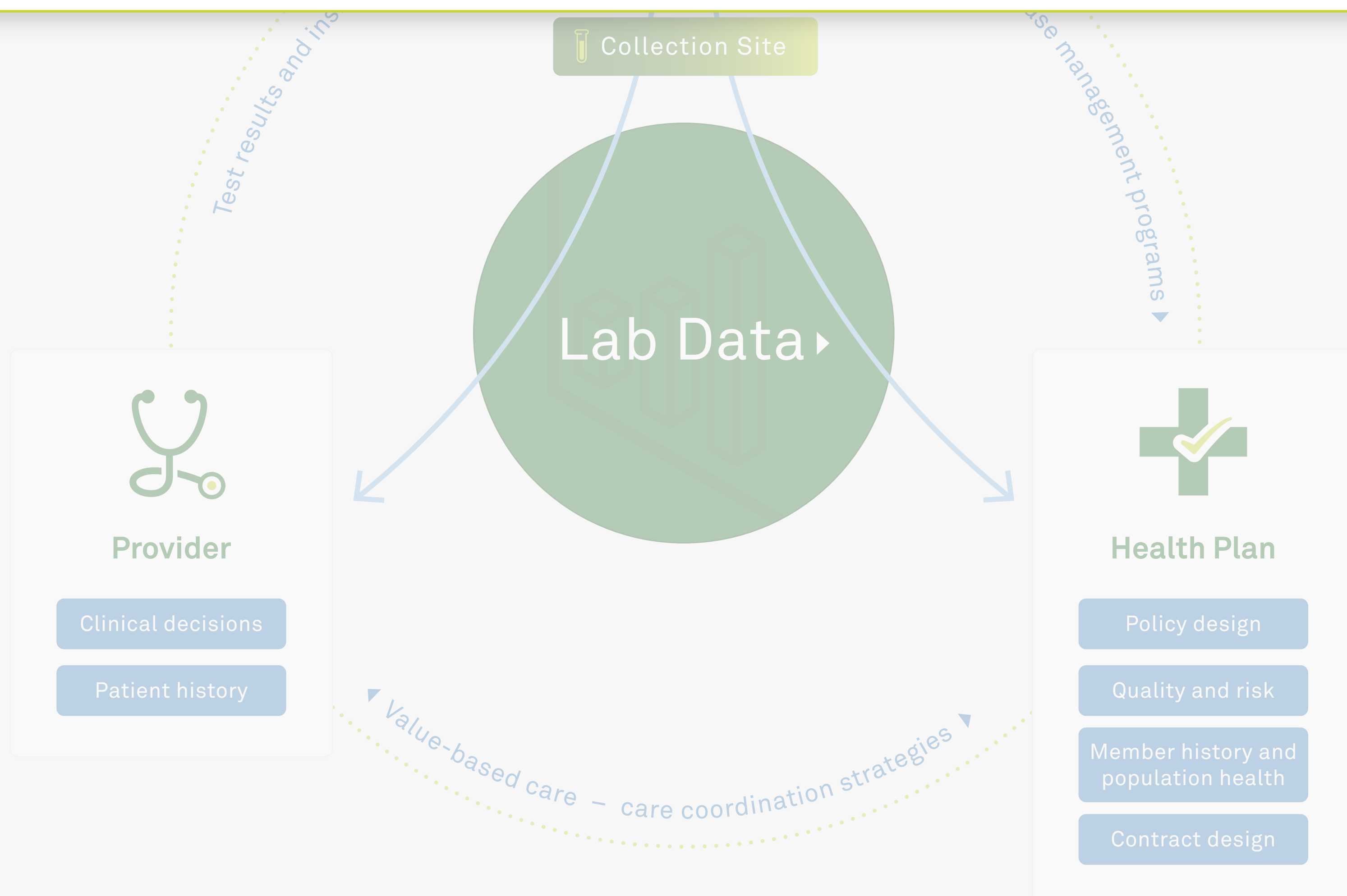
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Care coordination strategies



Lab data link health plans and providers in joint efforts to improve member health. For example, lab data may be submitted to a health plan daily; the health plan can then use these data to support physicians, sending them alerts if, say, a member has missed a regular test for diabetes. This allows providers to intervene and better engage members in their health, for improved outcomes.



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