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Blue Cross and Blue Shield Association

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Important Information About Quest FIT Kit Lab Results for Select Medicare Advantage Members

We recently announced in a [bulletin](#) that Quest Diagnostics, on behalf of Florida Blue, mailed FIT (fecal immunochemical test) kits to about 12,000 BlueMedicareSM Medicare Advantage members who did not have a current colorectal cancer screening on record. We also shared that, as an enhancement to the program, Quest will return lab results electronically to providers who have an existing electronic medical record (EMR) process or use the Quest 360 portal for ordering labs.

Please take the time to review the important information below which details facts you need to know should you have questions about the Quest FIT kit lab results*.

Important Quest FIT Kit Information

Please direct any questions about your patients' FIT kit test results to:

Quest Diagnostics Enterprise Accounts Client Services
866-226-8046
8 a.m. - 8 p.m., Monday - Friday

Here's what you'll need to know before calling Quest about FIT kit results:

- All current FIT kit lab orders for Florida Blue Medicare Advantage members have been processed under the following Quest account number:
#73915199 for "FL Blue CRC Program 2019"
- Please have your patient's first name, last name and date of birth available.
- Please confirm with the Quest representative that you are either the patient's primary care physician and/or you are treating the patient. For this Quest FIT kit mail program, the ordering physician is Kathleen Cullen, a Quest provider.
- The Quest representative can confirm whether the patient's results were sent electronically to your local Quest account or if the results were faxed. Quest can re-fax results.
- If the patient has not completed and returned the FIT kit, the Quest representative will have no record of this patient in their system.

If you have any additional questions concerning this program, please email your inquiry to bluemedicareprovquestions@floridablue.com.

*Results are sent to the members' attributed PCP based on Florida Blue's records available at the time of the mailing.

900-3513-0619