

PROTOCOL II - A

Subject: Use of Non-Participating Laboratory Services

Effective Date: 3/1/07

- This Protocol is adopted by Neighborhood Health Partnership. This Protocol supplements the provisions of the Provider Administrative Guide and all other relevant NHP provider manuals to clarify the requirements pertaining to the use of non-participating laboratory services.
- This Protocol applies to all participating physicians and health care professionals, and it applies to all laboratory services, clinical and anatomic, ordered by physicians and health care professionals.
- This Protocol does not apply to laboratory services that are approved to be provided by physicians in their offices.
- This Protocol does not apply where the physician bears financial risk for laboratory services.

Requirement to Use Participating Laboratories:

January 1, 2007, LabCorp became NHP's provider of laboratory services. Labcorp maintains a robust network of laboratory patient service centers in the South Florida market. Labcorp provides a comprehensive range of laboratory services on a timely basis to meet the needs of the physicians participating in the NHP network.

You are required to refer laboratory services to Labcorp, except as otherwise authorized by NHP.

Laboratory services provided by Quest Diagnostics and other non-par labs after December 31, 2006, will be out-of-network. To get more information on local LabCorp sites in your area we suggest that you:

- Go to <http://www.mynhp.com/> to view a complete list of participating laboratories.

Or

- Go to www.LabCorp.com or call 1-888-LABCORP (522-2677) Option #3 to determine how to conveniently access their services.

If you need assistance in locating or using a participating laboratory provider, we are also prepared to respond to your information needs via customer service at 1-877-972-8845.

We are aware of the vital importance of laboratory services to your patients, and we are committed to maintaining a laboratory network that is both reliable and affordable. In the unusual circumstance that you require a specific laboratory test for which you believe no participating laboratory is available, please contact customer service at 1-877-972-8845

Administrative Actions for Non-Network Laboratory Services Referrals:

Neighborhood Health Partnership network physicians have long demonstrated their commitment to affordable health care by making extensive use of participating laboratories. We anticipate that virtually all participating physicians will be able to easily find that Labcorp will meet their needs.

If Neighborhood Health Partnership determines an ongoing and material practice of referrals to non-network laboratory service providers, NHP will promptly notify the responsible physicians of the issue and remind them of their contractual requirements. Moreover, while it is our expectation that these actions will rarely be necessary, please note that, after March 1, 2007, continued referrals to non-participating laboratories may, after appropriate notice, subject the referring physician to one or more of the following administrative actions:

- a decreased fee schedule; or

- termination of network participation, as provided in your Participation Agreement.

It is the intent of NHP to work with participating physicians to promote network viability and stability, and to maximize the value of in-network laboratory services. Our expectation is that this collegial approach will continue to succeed, and that the interventions listed above will be applied only in rare circumstances, if at all. Please contact Network Management at United Healthcare if you have any questions about making effective use of our participating laboratory network.