

## Correction to Sonora Quest Laboratories

This communication supersedes the provider update #18-055 distributed on November 01, 2018, entitled Sonora Quest Laboratories.

Sonora Quest Laboratories is the **preferred** contracted outpatient lab for Arizona Complete Health members.

- Arizona Complete Health members directed for lab testing should be sent to Sonora Quest Laboratories
- Labs drawn in the office and sent out for processing should be sent to Sonora Quest Laboratories for Arizona Complete Health members

### PLEASE NOTE

For a complete listing out Sonora Quest Laboratories patient service center locations, visit [www.sonoraquest.com](http://www.sonoraquest.com) and select “Find a Location” at the top of the home page. Online patient service center appointment scheduling is also available and offers members the ability to schedule an appointment for a convenient day and time, resulting in reduced wait time upon arrival at a patient service center. The web based scheduling system is available 24 hours a day. Although appointments are encouraged, walk in appointments are also available at most locations during scheduled hours of operation.

Sonora Quest Laboratories is a full-service lab and is able to perform all lab tests, including complete drug screenings and maternity workups.

All outpatient laboratory services for Arizona Complete Health members should be sent to Sonora Quest for processing to avoid claim denials for services referred to non-contracted laboratories.

### ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update or if additional education is needed please contact your Provider Engagement Specialist or email [AzCHProviderEngagement@azcompletehealth.com](mailto:AzCHProviderEngagement@azcompletehealth.com).

THIS UPDATE APPLIES TO THE FOLLOWING **ARIZONA COMPLETE HEALTH PROVIDERS TYPES:**

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers
- Behavioral Health Physicians
- FQHC

### LINES OF BUSINESS:

- Ambetter (Marketplace)
- Allwell (Medicare)
- AzCH-Complete Care Plan (Medicaid)

### PROVIDER SERVICES:

AzCHProviderEngagement  
@azcompletehealth.com  
1-866-796-0542  
[www.Azcompletehealth.com](http://www.Azcompletehealth.com)