







## Screening information

**Q: If I participate in the biometric screening, will it be billed to my health insurance?**

**A:** No, this is a biometric screening sponsored by your company.

**Q: What is involved in the biometric screening?**

**A:** The process takes about 10-15 minutes from the point of check-in to completion. The screening includes a blood draw for many different blood tests; this blood draw can be from your arm (venipuncture) or from a fingerstick and is dependent on the panel your employer selected. Lipid and glucose tests include a blood draw for HDL “good” cholesterol, LDL “bad” cholesterol, non-HDL cholesterol, total cholesterol, triglycerides, and glucose. You may also have biometric measurements taken.

**Q: What can I expect to experience at a Quest Diagnostics Patient Service Center?**

**A:** Participants will have their blood pressure measured. The examiner will obtain a specimen through a venous blood draw (blood taken through the vein). The process usually takes 10-15 minutes. Even if you registered as a walk-in, you may be required to select an appointment time when you check in at the Patient Service Center.

**Q: Do I need to fast before screening?**

**A:** Yes, it is recommended for you to fast for this screening. This means you cannot eat before your screening. To ensure your results provide an accurate depiction of your health, do not eat anything 9-12 hours prior to your screening appointment. Please drink plenty of water and take any medications as directed by your doctor.

**Q: What if I have a regular physician exam and want my physician to provide my laboratory results?**

**A:** You can utilize a Physician Results Form as long as all required tests are available in your chart at your physician’s office. You will select the Physician Results Form option as part of the screening scheduling process. A Physician Results Form, pre-populated with all of your demographic information, will be made available for you to print. Then follow the steps below:

- Ask your doctor to complete the form using lab results performed during the defined screening window; your doctor may charge a fee to complete the form and you would be responsible for payment.
- Check to see that the form is complete with all required screening results, biometric values, and signatures and within the specified timeframe.
- You or your doctor can fax the completed Physician Results Form to the fax number on the form on or before the required completion date, or, you may use the Upload Physician Form option to submit your resm(opt)-6.6 h,0 Tc 0 Twa(pl)2.7 (i)2.6 (LBody #MCID 26 -6 ( on)10.6-0.005232 ( t)-6



## Questions specific to Quest Activate self-collection

**Q: How do I activate my self-collection materials?**

**A:** You will visit [QuestActivate.com](https://questactivate.com) to activate your collection materials. Enter the activation code listed on the activation card included in the self-collection materials you received. The number is located on the activation card above the barcode. After entering in the code, you will be redirected to the Quest scheduling site, where you will answer a few questions before completing your self-collection. If you are completing activation through the Guest option, ensure the date of birth and phone number entered matches what is on file for your Quest account.

Activate your materials the same day you complete your self-collection.

**Q: I see more than 1 barcode with my materials. Which one do I use to activate?**

**A:** Use the barcode found on the activation card inside the materials (not the one on the external packaging) to activate your self-collection materials. Enter the number located above the barcode on the activation card.

**Q: What happens if I do not activate my materials before I ship them back to Quest?**

**A:** Materials that are not activated will not be tested, even if a sample is sent to a Quest laboratory.

**Q: What if I am unable to request self-collection materials online?**

**A:** You can call the Quest Diagnostics Service Center to request self-collection materials be shipped to your residence.

**Q: How long will it take to receive my self-collection materials after I order them?**

**A:** The standard turnaround time to ship materials is approximately 3-5 business days from the date the materials are ordered.

**Q: What if more than one set of collection materials is sent to my household?**

**A:** If you and another member of your household have received self-collection materials, please activate each set of materials separately. If you believe you received the extra set of materials in error, please contact the Quest Diagnostics Service Center.



## **Results and Reporting**

### **Q: Are my results confidential?**

**A:** Yes. Quest Diagnostics and your employer value and understand that your privacy is very important and we have put many steps in place to assure confidentiality. All information obtained from your biometric screening experience is Protected Health Information (PHI) and is secured in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Your employer will not have access to individual results.

### **Q: How do I get my results?**

**A:** You will receive a confidential, personalized, multi-page report providing current health status and individual risk factors in the mail within 2 to 3 weeks of your blood draw.