

KNOWING is empowering

Quest supports your vision of delivering the **highest-quality care** for medically underserved communities.

Despite challenges, health centers continue to lead the charge in providing **high-quality care** for all

Federally qualified health centers (FQHCs) are on the front lines of providing primary and preventive care to medically underserved patient populations, with the goal of ensuring high-quality care for everyone.

Everyone deserves high-quality healthcare. But health centers face persistent challenges to the double imperative of staying financially healthy while improving the health of their patients. Many patients are faced with social, behavioral, and environmental challenges that make it hard for them to get the care they need.



Screening/treating more patients with **chronic conditions**



Requires more **extensive care management services**



Serving populations disproportionately **affected by SDOH**



Impacts access to care, **adherence to care plans**



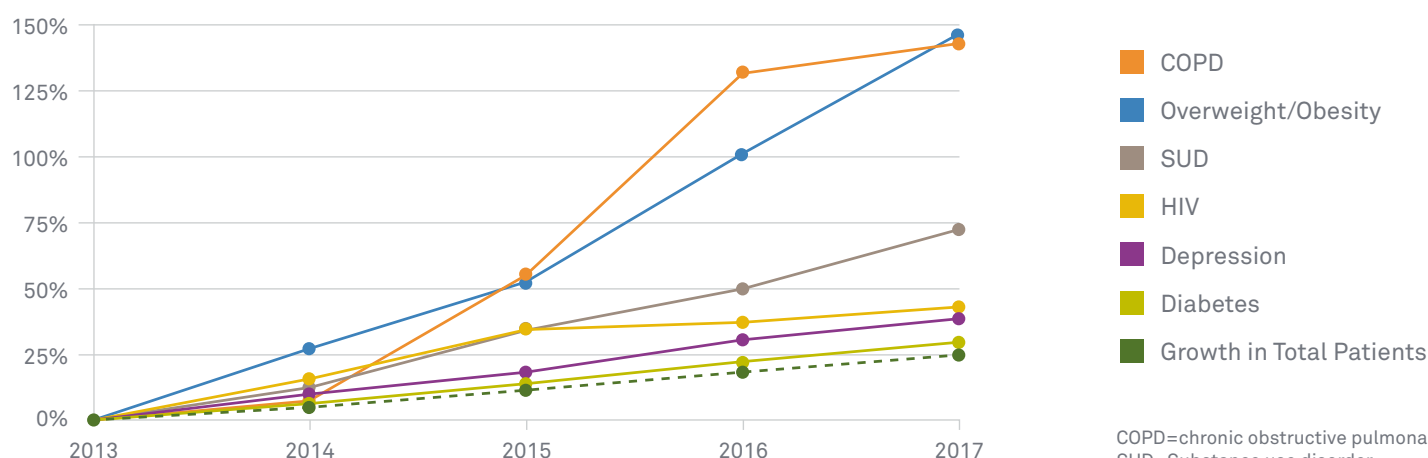
Caring for **low-income and uninsured patients**



Adds constant **financial pressures**

SDOH=social determinants of health.

% growth in health center patients diagnosed with selected chronic conditions, 2013-2017¹



Quest can help

We know multiple factors are **complicating the ability to deliver high-quality care** while keeping costs in line so health centers can continue to grow. We offer many services tailored to the needs of vulnerable and underserved patients that also allow you to focus your attention on what matters most: **delivering the highest-quality care.**

Key challenges we can help you manage more effectively

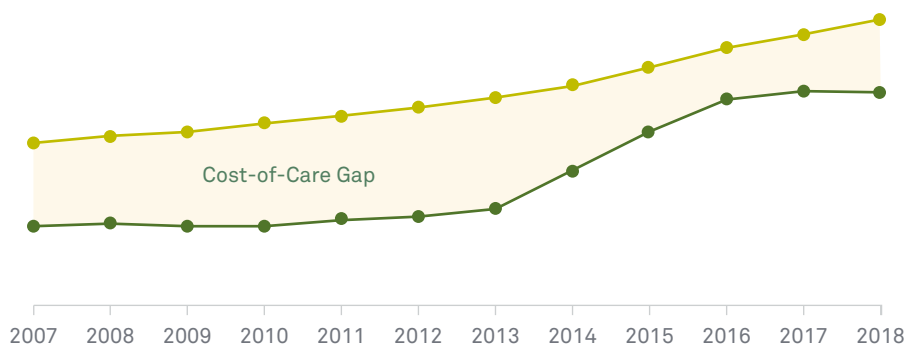
For the health of your patients

Rising rates of chronic conditions, including SUD. We know that FQHCs:

- Care for a significant percentage of high-cost, high-need patients
- Are on the front lines of the opioid epidemic
- Are at the very center of infectious disease epidemics and outbreaks, eg, HIV and COVID-19

For the health of your center

Total cost per patient. Health center funding per uninsured patient is well below total cost per patient.²



Health centers cared for over **6.4 million uninsured individuals** in 2018, leaving a cost-of-care gap of over \$1.5 billion*

- Annual Health Center Total Cost Per Patient (All Patients)
- Annual Health Center Funding Per Uninsured Patient

* Calculated by taking the difference between the 2018 health center total cost per patient (all patients) and 2018 health center funding per uninsured patient, then multiplying by the number of health center uninsured patients in 2018.

Meeting and reporting quality metrics. Meeting HEDIS® and other quality metrics, as well as accurately capturing claims data such as lab testing, can help optimize reimbursements.

	Colorectal Cancer Screening	Diabetes Care	Cervical Cancer Screening
UDS CQM	CRC Screening (CMS130v7) Healthy People 2020 Objective C-16 (70.5%)	Diabetes Control (CMS122v7) (HbA1c > 9%) Healthy People 2020 Objective D-5.1 (16.2%)	Cervical Cancer Screening (CMS124v7) Healthy People 2020 Objective C-15 (93.0%)
HEDIS Measure	CRC Screening (COL) (Adults ages 50-75)	Comprehensive Diabetes Care (CDC) (Adults ages 18-75 with diabetes type 1 or type 2)	Cervical Cancer Screening (CCS) (Women ages 21-64) Chlamydia Screening (CHL) (Females ages 16-24 and identified as sexually active (by claims or pharmacy data))
HRSA Quality of Care Awards CQM	CRC Screening (≥ 42.02%)	Uncontrolled Diabetes (HbA1c > 9%) ≤ 16.20%	Cervical Cancer Screening (≥ 55.67%)
PCMH Core CQM	CRC Screening (Adults ages 50-75)	Comprehensive Diabetes Care (HbA1c testing)	Cervical Cancer Screening (Women ages 21-64)

How Quest **collaborates** with you

Supporting you in quality, care, and innovation

We are dedicated to improving the health of your patients and your organization. Our expansive test menu and broad health plan coverage help your patients gain access to the testing results necessary to guide care.

Clinical breadth and scientific depth to serve testing needs across multiple specialties

Broad specialty test menu



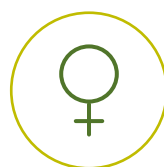
Cardiometaabolic



Neurology



Oncology



Women's health



Sports
diagnostics



General health
& wellness



Infectious disease
& immunology



Prescription drug
monitoring

Single-source, full-spectrum testing



Advanced
technologies



Range of diseases
& medical specialties



Accessible medical
expertise

Access to Clinical Experts

Rapid Turnaround

**Accurate Results
Interpretation**

Convenience

Cost Efficiencies

Robust Data Analytics

Accessible advanced diagnostics

Our advanced testing helps identify patient health risks and improve approaches to preventing, diagnosing, treating, and managing a wide range of diseases.

- Innovative testing for women's health, oncology, and neurology
- Extensive clinical support from our clinical, anatomic, and genomic pathologists and genetic counselors
- Clinical algorithms to assure the most efficient care pathways
- Esoteric labs across the country for fast turnaround times

Helping you meet quality requirements

We offer **meaningful program innovations** to drive sustainable improvement in quality and patient outcomes. Some examples:



CRC Screening Program with Insure® ONE™

Convenient, **at-home fecal immunochemical test** kit that requires only water-based sampling of one bowel movement, aiding patient adherence



Diabetes Care Management Program

Data-driven approach to identifying patients at risk; also includes patient engagement services such as virtual coaching and Lyft for homebound patients



Cervical Cancer Screening

Age-based Smart Codes that make it easy to order both the cervical cancer screening and STI tests that cover your patients' needs



Clinical Drug Monitoring

Proven tools to manage patients who are prescribed controlled substances and identify potential drug misuse



Infectious Disease Testing

An industry-leading test menu you can rely on for managing both patients with chronic or complex conditions and injection drug users who are at higher risk for transmission

- HIV, including PrEP and tropism testing
- Hepatitis, including single-visit Hepatitis C testing
- 15 CT/NG testing options
- Only national reference lab to offer a choice of tuberculosis blood tests

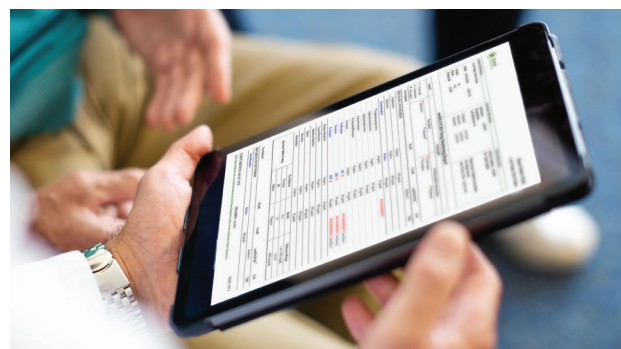
Supporting care coordination strategies

Our Member Insights data analytics informs care coordination strategies and specific program eligibility to support acting earlier, when care outreach or an intervention can often have the most impact.

Member Insights

2-year historical lab data look-back of patient's results in a comprehensive lab report

- Assess individual patient risk prior to submitting the first claim
- Promote appropriate guideline-based testing
- Support risk identification to inform coding and disease management
- Delivery via secure file transfer protocol



Many FQHCs we talk to already have care coordination programs in place. Our data analytics can help those programs be more effective. Alternatively, or, if preferred, our Care Management programs can be customized to meet the specific requirements of your target population. **Ask your Quest representative for details.**

Meeting quality reporting requirements

Quest Quality Reporting Data tracks and reports lab data required to support the quality metrics that matter to you.

Data set that captures the claims: Optimize your reimbursements by accessing required testing results

Custom reporting: Improve patient health by identifying patients with testing gaps or abnormal lab values who may require intervention

HEDIS report templates: Reduce costs by eliminating the need for chart-chasing and redundant testing

Report retrieval: Improve efficiency by quickly and easily running a variety of quality reports

The right diagnostic insights can help
improve community health outcomes

Diagnostic services from Quest Diagnostics can reveal new insights into the identification and treatment of disease, inspire healthy behaviors, and improve patient care management. Learn more today—talk to your Quest representative.

KNOWING empowers your vision

Our goal is to help you realize the best possible outcomes for your patients and your health center. **Ask your Quest representative** about the many ways we can customize our services to help you continue to lead the charge for high-quality care in the community setting.

References

1. 2010-2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS. Federally funded health centers only.
2. 2008-2018 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

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