



4051 Ogletown Stanton Road, Suite 200
Newark, DE 19713

September 14, 2012

Re: Mobile Phlebotomy for UnitedHealthcare Community Plan Patients

Dear Provider:

To help UnitedHealthcare Community Plan increase compliance among its members for critical blood tests, like lead screenings for children and HbA1C & LDL-Cholesterol tests for diabetics, we have contracted with Tender Care Phlebotomy, LLC, to provide blood screenings with in-home phlebotomy. We realize that you are the most important influence on your patients' health, and we hope that you will consider adopting this method to screen our members for different diseases and conditions.

If your patients covered by UnitedHealthcare Community Plan are in need of blood tests for any reason, you can complete a standard LabCorp or generic laboratory requisition form, which are available from your lab, and fax it to Tender Care Phlebotomy, LLC at **267-763-1519**. Tender Care Phlebotomy, LLC will contact those patients and schedule a time to do the screenings at their home.

This option is available now and is provided at no charge to your practice. The results are sent directly to your office.

We have included a "Frequently Asked Questions" document that explains this process in more detail. If you have any questions, please call our Provider Services Call Center at 800-600-9007. Thank you.

Sincerely,

Dr. Gregory Busch, DO, MBA, CPE, CMD
Chief Medical Officer– UnitedHealthcare Community Plan of Delaware



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At-home Blood Tests for UnitedHealthcare Members
Frequently Asked Questions

Q1. What is the contact information and hours of operation for Tender Care Phlebotomy?

- A. Tender Care Phlebotomy is open Monday through Friday (administration from 7:30 a.m. - 5p.m.; phlebotomy from 4:30 a.m. - 5 p.m.). They do not have evening or weekend hours. Their phone number is **267-763-1520** and their fax number is **267-763-1519**.

Q2. What blood tests can Tender Care Phlebotomy collect for UnitedHealthcare Community Plan members?

- A. Tender Care phlebotomists will target members in need of lead screening, as well as diabetics in need of important blood work, like HbA1C and LDL tests. Additional blood tests will be considered as needed.

Q3. How are orders sent to Tender Care Phlebotomy?

- A. Ordering physicians should complete the standard LabCorp or generic laboratory requisition form, which are available through your lab, and fax to **267-763-1519**. All faxed orders are scanned into the Tender Care Phlebotomy system for referral if necessary.

Q4. How are test results reported?

- A. All blood collections are sent to LabCorp for processing. LabCorp sends test results directly to the ordering physician's office as part of its service.

Q5. How are ordering physicians updated on which members received blood tests?

- A. For all prescriptions received, ordering physicians receive a daily report via fax for patients who completed and did not complete testing.