



Get the care you need — and pay less

## Site of Service

Using a Site of Service provider cuts your costs on lab tests, radiology services and outpatient procedures. Here's how.

### Lab tests

When your doctor wants you to get a lab test, use a Site of Service preferred lab and you won't pay anything for that service. Whether you need a blood, urine or strep test, you'll have no out-of-pocket cost. That means you won't have to pay a deductible.

All independent labs in New Hampshire, including Quest Diagnostics®, LabCorp and NorDx, and some hospital-based labs qualify as Anthem Site of Service preferred labs.

### Outpatient surgery

When your doctor recommends a common, same-day surgery such as a knee arthroscopy, use a Site of Service ambulatory surgery center (ASC). It could save you thousands. For example, a typical arthroscopic knee surgery could cost more than \$9,100,<sup>2</sup> but with Site of Service, you will have a lower copay — or even no copay. See your plan details in your Cost Sharing Schedule for the exact amount.

### Radiology services<sup>1</sup>

Your Site of Service plan gives you access to top radiology services when you need to get an X-ray, ultrasound, MRI or CT scan. When you use a preferred, cost-effective radiology center, you will have a lower copay — or even no copay. See your plan details in your Cost Sharing Schedule for the exact amount.

### How to find a Site of Service provider

To find a Site of Service preferred lab, radiology center or ASC:

- Go to [healthtrustnh.org](http://healthtrustnh.org)
- Click on Coverages and Services, then Medical
- Scroll down to Medical Plan Provider Directories
- Select the orange button that says "Access Blue New England Site of Service (HMO)"

Make the most of your Site of Service benefits. Learn more at [\*\*healthtrustnh.org\*\*](http://healthtrustnh.org)

<sup>1</sup> Radiology services available 7/1/2018 for July plans and 1/1/2019 for January plans.

<sup>2</sup> Cost is based on Anthem claims data for the average paid amount for knee arthroscopy at New Hampshire hospitals in 2014.

# Site of Service FAQ

## How does choosing Anthem Site of Service providers help lower costs?

When you choose Anthem Site of Service preferred providers for medical services including lab tests, outpatient surgeries and radiology services, you will have lower — or even no — out-of-pocket costs than if you visit a Site of Service provider. Lower out-of-pocket costs can mean lower health care costs overall.

## How do I find Site of Service preferred providers?

You can find a Site of Service preferred provider at [healthtrustnh.org](https://healthtrustnh.org) by clicking on Coverages and Services, then Medical. Scroll down to Medical Plan Provider Directories and choose the orange button labeled “Access Blue New England Site of Service (HMO).” Then scroll down to the bottom of the drop-down box and click on the appropriate link for the service you need under the heading “Find a Medical Lab, Radiology Center or Ambulatory Surgery Center.”

### Labs

## Does an independent lab provide the same level of quality and service as a hospital-based lab?

Yes. Independent labs specialize in these types of services. They have the same level of quality and offer the same services as hospital-based labs.

## Can my doctor use an independent lab for my lab test?

Yes. Even if your doctor usually uses a lab not found on the list of Site of Service preferred labs at [healthtrustnh.org](https://healthtrustnh.org), they can order your lab test at an independent Site of Service lab. Simply ask your doctor to order your lab test at a lab on the Site of Service preferred labs list.

## My doctor doesn't have a contract with any independent labs. How can they get one?

Your doctor can easily set up an account with independent labs such as LabCorp, Quest Diagnostics or NorDX through their websites. While the account is being set up, your doctor can still order your lab test at one of these independent labs by giving you the lab order form. You'll need to take the form to the lab. Once your doctor has an account with the lab, the lab automatically will pick up your samples from your doctor's office.

## My doctor doesn't want to use the Site of Service preferred lab I've chosen. What can I do?

Remind your doctor that under New Hampshire law, you have the right to choose where you want to get health care services, including lab tests. Your doctor is required to give you a lab order form to take to the lab you want to use. Plus, it's helpful to let your doctors know that the costs will be much lower for you.

### Ambulatory surgery centers

## What are ambulatory surgery centers?

Ambulatory surgery centers (ASCs) provide a wide range of same-day surgical services, such as tonsillectomies (surgery to remove one or both of the tonsils) or knee arthroscopies (surgery to diagnose and treat problems of the knee joint) and more.

## I'm going to have surgery. How can I find out if it can be done at an ASC?

Ask your doctor to recommend a surgeon who can perform your surgery at an ASC.

## How much will I have to pay if I use an ASC?

If you use a Site of Service ASC for same-day surgery, you will have a lower copay or even no copay. See your plan details in your Cost Sharing Schedule for the exact amount.

### Radiology centers

## Which radiology services are available from Site of Service providers?

Your plan gives you access to top radiology services when you need to get an X-ray, ultrasound, MRI or CT scan. When you visit a preferred provider, you will have a lower copay — or even no copay. See your plan details in your Cost Sharing Schedule for the exact amount.

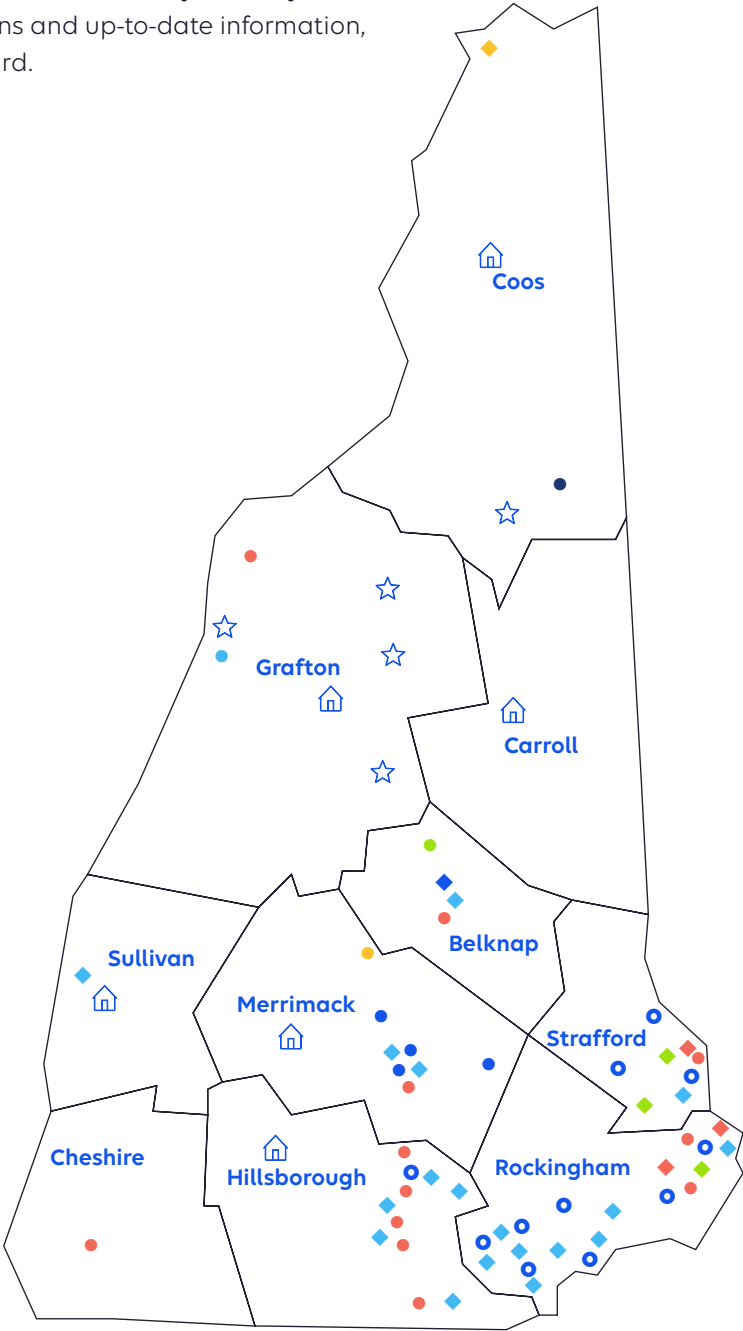
## Will my Site of Service plan cover the cost of having my scan read by a radiologist?

Yes. Even if Anthem receives a separate claim for the professional reading of the image, you will have a lower copay — or even no copay if you use a Site of Service provider. See your plan details in your Cost Sharing Schedule for the exact amount.

# Find a high-quality, Site of Service lab location today!

Great news: we have high-quality, Site of Service lab choices for you all across New Hampshire. Members with Site of Service are covered at 100% for routine lab services. Always check your *Certificate of Coverage* for details about your plan. For questions and up-to-date information, please call the Member Services number on your member ID card.

Name	Phone number/website
<div>☆ Ammonoosuc Community Health Services</div> <div>Lab services are done by Quest Diagnostics, limited to patients at this practice.</div>	<a href="http://ammonoosuc.org">ammonoosuc.org</a>
● Androscoggin Valley Hospital	603-752-2200 <a href="http://avnhn.org">avnhn.org</a>
● Concord Hospital – Franklin	603-527-2990 <a href="http://concordhospital-laconia.org">concordhospital-laconia.org</a>
● Concord Hospital Independent Outpatient Laboratory	603-225-2711 <a href="http://concordhospital.org">concordhospital.org</a>
◆ Concord Hospital – Laconia	603-524-3211, ext. 3200 <a href="http://www.lrggh.org">www.lrggh.org</a>
● ConvenientMD	<a href="http://convenientmd.com">convenientmd.com</a>
● Cottage Hospital Lab	603-747-9000 <a href="http://cottagehospital.org">cottagehospital.org</a>
● Interlakes Clinical Laboratory	603-527-2990 <a href="http://concordhospital-laconia.org">concordhospital-laconia.org</a>
● Laboratory Corporation of America	855-277-8669 <a href="http://labcorp.com">labcorp.com</a>
◆ NorDx	800-773-5814 <a href="http://mainehealth.org/nordx">mainehealth.org/nordx</a>
<div>◆ Quest Diagnostics Incorporated</div> <div>Quest provides at-home lab service in certain ZIP codes within Carroll, Coos, Grafton, Hillsborough, Merrimack, and Sullivan.</div>	866-697-8378 <a href="http://questdiagnostics.com">questdiagnostics.com</a>
◆ Upper Connecticut Valley Hospital	603-237-4971 <a href="http://ucvh.org">ucvh.org</a>
◆ Wentworth-Douglass Hospital	603-742-5252 <a href="http://wdhospital.com">wdhospital.com</a>



# You can save money on outpatient surgery and other procedures through Anthem's Site of Service benefit option



With the Site of Service benefit option, use one of these ambulatory surgery centers (ASC) to help lower your out-of-pocket costs.

Services performed vary by site. For the most updated listing, visit [anthem.com/siteofservicenh](https://www.anthem.com/siteofservicenh).

Facility	Dental	Ear, Nose & Throat	Gastroenterology	General	Gynecology	Neurology	Ophthalmology	Oral & Maxillofacial	Orthopedic	Pain Management	Plastic Surgery	Podiatry	Urology	Vascular
<b>Access Sports Medicine ASC</b> Auburn, NH 603-518-7190 <a href="https://www.accesssportsmed.com">accesssportsmed.com</a>									X	X				
<b>Androscoggin Valley Hospital</b> Berlin, NH 603-752-2200 <a href="https://www.avnhn.org">avnhn.org</a>		X	X	X	X	X			X	X			X	X
<b>Atlantic Coast Surgical Suites, LLC</b> Seabrook, NH 603-218-1793 <a href="https://www.atlanticcoastss.com">atlanticcoastss.com</a>									X					
<b>Atlantic Plastic Surgery Center</b> Portsmouth, NH 603-431-8819 <a href="https://www.atlanticplasticsurg.com">atlanticplasticsurg.com</a>					X					X	X	X		
<b>Barrington Surgical Care</b> Barrington, NH 603-664-0100 <a href="https://www.nhpain.com">nhpain.com</a>										X				
<b>Bedford Ambulatory Surgery Center</b> Bedford, NH 603-622-3670 <a href="https://www.bascnh.com">bascnh.com</a>	X	X	X	X			X		X		X	X		
<b>Capital Orthopedic Surgery Center LLC</b> Concord, NH 603-228-7211 <a href="https://www.concordortho.com">concordortho.com</a>									X					
<b>Capital Orthopedic Surgery Center LLC</b> Derry, NH 603-425-6966 <a href="https://www.concordortho.com">concordortho.com</a>									X					
<b>Cataract and Laser Center</b> Andover, MA 978-475-0959 <a href="https://www.clcandover.comcastbiz.net">clcandover.comcastbiz.net</a>							X							
<b>Center for Pain Solutions</b> Nashua, NH 603-577-3003 <a href="https://www.painsolutions.net">painsolutions.net</a>										X				



Facility	Dental	Ear, Nose & Throat	Gastroenterology	General	Gynecology	Neurology	Ophthalmology	Oral & Maxillofacial	Orthopedic	Pain Management	Plastic Surgery	Podiatry	Urology	Vascular
<b>Coastal Surgical Center, LLC</b> Newington, NH 603-314-8035 <a href="http://coastalsurgicalcenter.com">coastalsurgicalcenter.com</a>							X							
<b>Concord Endoscopy Center LLC</b> Concord, NH 603-415-9450 <a href="http://giaofnh.com">giaofnh.com</a>			X											
<b>Concord Eye Surgery LLC</b> Concord, NH 603-224-6503							X				X			
<b>Dartmouth Hitchcock Clinic</b> Manchester, NH 603-624-6283 <a href="http://dartmouth-hitchcock.org">dartmouth-hitchcock.org</a>		X	X	X					X	X	X	X		
<b>Dartmouth Hitchcock Clinic</b> Nashua, NH 603-577-4000 <a href="http://dartmouth-hitchcock.org">dartmouth-hitchcock.org</a>			X											
<b>Derry Surgical Center, LLC</b> Derry, NH 603-460-4955 <a href="http://surgicalcenterofnewhampshireatderry.com">surgicalcenterofnewhampshireatderry.com</a>		X	X	X							X	X		
<b>Elliot One Day Surgery Center</b> Manchester, NH 603-663-5900 <a href="http://elliethospital.org">elliethospital.org</a>	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Lighthouse Surgical Suites, LLC</b> Hollis, NH 03049 603-600-6175 <a href="http://lighthousesurg.com">lighthousesurg.com</a>									X					
<b>Mass General Brigham AmSurg, Inc.</b> Salem, NH 03079 603-414-6236 <a href="http://massgeneralbrigham.org">massgeneralbrigham.org</a>		X	X						X	X				
<b>Merrimack Valley Endoscopy Center</b> Haverhill, MA 978-521-3235 <a href="http://pmaonline.com">pmaonline.com</a>			X											
<b>Minimally Invasive Surgery Center</b> Bedford, NH 03110 603-472-8888 <a href="http://miscne.com">miscne.com</a>						X			X	X				
<b>Nashua Ambulatory Surgery Center</b> Nashua, NH 603-882-0950 <a href="http://nashuasurgical.com">nashuasurgical.com</a>		X		X			X		X		X	X		
<b>New England Center for Orthopaedic Surgery</b> Portsmouth, NH 603-368-6220 <a href="http://newenglandcenterfororthopaedic-surgery.com">newenglandcenterfororthopaedic-surgery.com</a>									X					
<b>North Atlantic Surgical Suites, LLC</b> Salem, NH 603-386-0272 <a href="http://northatlanticss.com">northatlanticss.com</a>									X					

Facility	Dental	Ear, Nose & Throat	Gastroenterology	General	Gynecology	Neurology	Ophthalmology	Oral & Maxillofacial	Orthopedic	Pain Management	Plastic Surgery	Podiatry	Urology	Vascular
<b>Northridge Surgical Suites, LLC</b> Nashua, NH 03062 603-484-7710 <a href="http://northridgesurgicalsuites.com">northridgesurgicalsuites.com</a>		X							X		X			
<b>Novamed Surgery Center of Nashua LLC</b> Nashua, NH 603-689-9240 <a href="http://novamedsurgeryofnashua.com">novamedsurgeryofnashua.com</a>							X							
<b>Orchard Surgical Center LLC</b> Salem, NH 603-401-6466 <a href="http://orchardsurgical.com">orchardsurgical.com</a>		X	X	X	X		X		X	X	X	X	X	
<b>Portsmouth Surgicenter, LLC d/b/a New England Center for Orthopaedic Surgery</b> Portsmouth, NH 603-368-6221 <a href="http://newenglandcenterfororthopaedicsurgery.com">newenglandcenterfororthopaedicsurgery.com</a>									X	X				
<b>Rye Surgical Center</b> Rye, NH 603-319-1581 <a href="http://nhpain.com">nhpain.com</a>										X				
<b>Stratham ASC</b> Stratham, NH 603-772-2076 <a href="http://strathamasc.com">strathamasc.com</a>		X	X	X	X				X		X			
<b>The Surgery Center of Greater Nashua</b> Nashua, NH 603-578-9909 <a href="http://surgerycenternashua.org">surgerycenternashua.org</a>		X	X	X	X					X	X	X	X	
<b>Upper Connecticut Valley Hospital</b> Colebrook, NH 603-237-4971 <a href="http://ucvh.org">ucvh.org</a>				X					X				X	
<b>Wentworth Surgery Center</b> Somersworth, NH 603-285-9288 <a href="http://wentworthsurgerycenter.com">wentworthsurgerycenter.com</a>		X	X	X	X	X	X	X	X	X		X	X	

This list of facilities and services is only meant to be a guide to the types of surgical procedures that may be provided at the Site of Service facilities. Benefits for procedures offered at facilities vary based on the actual procedure performed and the services covered under your health benefit plan. Contact Anthem Customer Service for more information about plan benefits before you get any services. This information is a guide only and is subject to change. The list of facilities can also be found using the Find Care tool at [anthem.com/find-care](http://anthem.com/find-care).





## Maximize Your Plan Benefits! Find a Site of Service Radiology Center

Choosing Site of Service network providers for your care is a very important part of maximizing your Site of Service plan benefits. Your Site of Service plan gives you access to top radiology services when you need an X-ray, Ultrasound, MRI or CT scan. If you use a preferred, cost-effective radiology center, you will have a lower copay, or even no copay.

### To find a Site of Service radiology center, follow these 5 Steps:

#### 1. Visit the Anthem website.

- If you have an account on HealthTrust's Secure Enrollee Portal (SEP), [log in](#) to your account and click the Anthem button on the SEP home page, then on the Anthem website, click "Find Care & Cost."
- If you do not have an SEP account, visit [anthem.com/find-care](https://anthem.com/find-care) and in the search field under "Use Member ID for Basic Search," enter the alpha prefix – BPP – then click "Continue" to be directed to Anthem's "Find Care" page.

#### 2. On the "Find Care" page, enter your ZIP code and click the Imaging box.



Imaging (MRI or X-ray)

#### 3. You will then see a list of radiology providers in your area. To the right of each provider's name you will see the word "Recognition(s)."

#### In-Network Medical Plan



Recognition (1)

Diagnostic Radiology  
Physician

#### 4. Click on the "Recognition" link and if you see a Site of Service – Radiology message like the ones below, you will know you have found a Site of Service Radiology provider!

##### Recognitions

##### Site of Service - Advanced Imaging

Using this independent Site of Service care provider can lower your out-of-pocket costs for advanced diagnostic imaging (such as MRIs and CT scans). Not all plans offer a Site of Service benefit, so please contact Member Services to confirm.

##### Site of Service - Radiology

Using this independent Site of Service care provider can lower your out-of-pocket costs for radiology (such as X-rays and Ultrasounds). Not all plans offer a Site of Service benefit, so please contact Member Services to confirm.

#### 5. Please contact the provider directly to confirm the services you need are Site of Service for the location. For example, you may see a radiology center listed that is Site of Service for X-rays but not for MRIs.

## SAVE MONEY!

Choose Site of Service Providers!  
Learn more at [healthtrustnh.org](https://healthtrustnh.org)