



315 Erin Drive, Knoxville, TN 37919  
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Dear Colleague,

You may have recently received a letter from United Healthcare regarding laboratory service benefit levels. KDL Pathology would like to assure you that KDL laboratories (Knoxville Dermatopathology and Specialty Labs) and KDL pathologists are qualified, in-network participants in all United Healthcare plans. Many in-network laboratories and physicians are not listed online at the UHC website as of yet, but we are working closely with UHC to correct this issue. Please reassure your patients that all claims submitted for services performed at KDL will be paid at in-network rates for patients under UHC plans. Pay rates and patient deductibles are the same for all in-network laboratories.

KDL Pathology is dedicated to providing superior diagnostic reporting and the highest quality, affordable patient care. As such, we strive to maintain participation in the broadest coverage of in-network laboratory and pathology services. **Please be aware that several payors may list a single, preferred provider or laboratory on the insurance card, but all patient benefits and deductibles are generally the same for all participating network providers.** Patients may be uncertain as to the specifics of these plans, and KDL is happy to provide further clarification. We are sensitive to the fact that some patients have no insurance or high deductible insurance plans. Please call us if these patients need special attention to their bills or if you have questions or concerns.

KDL is a participating, in-network provider on all major medical plans (list enclosed). Due to the changing nature and complexity of insurance programs, all KDL participating plans may not be listed – please contact KDL medical billing for questions regarding specific plans or other insurance questions at 865.766.8896.

Sincerely,

Paul B. Googe, M.D.

Laboratory Director  
KDL Pathology  
Knoxville Dermatopathology Laboratory  
Specialty Labs

Enclosures (1)



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## **KDL Pathology Participating Insurance Plans**

Aetna  
Americhoice TNCare  
Amerigroup TNCare  
Beechstreet  
Bellsouth Phys PPO, (BCSB product)  
Blue Advantage (Medicare HMO)  
Blue Cross/Blue Shield of Tennessee (all products) including the V network  
Bluegrass Family Health  
Cariten (Now Humana)  
Champus/Tricare South  
ChampVa  
Cigna/Healthsource/Provident, (PPO, HMO, POS)  
Coventry/First Health  
First Health Network  
GEHA (Government Employee Health Assoc.)  
Great West  
Highlands Wellmont (Thru Initial Network)  
Humana Choice Care Network  
Human Gold (Medicare HMO)  
Initial Group  
John Deere Health Plan  
Mailhandlers/Coventry  
Medicaid of KY  
Medicaid of TN  
Medicaid of TX (secondary only)  
Medicaid of VA  
Medicare Complete (Medicare HMO)  
Medicare of TN  
Multiplan (formerly PHCS)  
One Health PHP (excluding Highlands Health Plan)  
PacifiCare Senior (Medicare HMO)  
PHCS (Now Multiplan)  
Prime Health Services  
Railroad Medicare  
Secure Horizons (Medicare HMO)  
Sterling Medicare (Medicare HMO)  
TennCare Products:  
BlueCare  
UHC Community Plan (formerly Americhoice)  
UMWA  
Unicare (LabCorp Employees)  
United Healthcare (all products)  
United Healthcare (formerly Secure Horizons)  
United Healthcare River Valley-all products (formerly John Deere Health Plan)  
United Medical Resources (UMR)  
USA-MCO (access through Initial Network)  
Windsor Medicare Extra