



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 \$9,100,² 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 services¹

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
- 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

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

² 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 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.”

Can I use SmartShopper to maximize my savings?

Yes. Start by following the directions in the previous answer to find a list of Site of Service preferred providers. Log in to your secure account at healthtrustnh.org and click on the SmartShopper button, then type in the procedure you need. If the Site of Service provider you choose is also on the SmartShopper list, you can earn a cash reward from SmartShopper, in addition to saving on costs through your Site of Service plan. *Please note: SmartShopper program ends June 30, 2025.*

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, 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.