

Improving member satisfaction through lab pricing transparency



Real-Time Estimation from Quest Diagnostics makes it easier for your members to understand the cost of their lab tests upfront, and better manage their share of those costs.

Why members like it

Real-Time Estimation lets me know what the costs are before I get tested. There are **fewer billing surprises** down the road, and I can better plan for and manage any out-of-pocket costs.



67% of members say it's somewhat or extremely difficult to find out the cost of a lab test¹

Why providers like it

75% of members would improve their view of providers if offered upfront cost estimates²



Real-Time Estimation gives me a fast, more accurate way to explain the cost of testing to my patients. It helps me meet my patients' expectations, encourage network compliance, and **improve overall patient satisfaction**.

Why health plans like it

Real-Time Estimation helps our members better understand the cost of lab tests. That means **fewer calls, complaints, and unpaid bills—and greater member satisfaction**.



69% of members want health plans to disclose what they pay for procedures³

Pricing transparency is critical to member satisfaction, **impacting how they feel about a health plan**.⁴

Contact your Quest health plan representative to learn more.

[QuestDiagnostics.com/healthplans](https://www.questdiagnostics.com/healthplans)

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