

From: [Gotto, Krista](#)
To: [Gotto, Krista](#)
Subject: Quest on-site screenings - retrieving test results
Date: Friday, September 12, 2014 12:20:24 PM
Attachments: [How to View Results Online 09-12-14.pdf](#)



Dear Quest Participating Employer Group:

As you may be aware, we have received questions concerning the members ability to retrieve their test results from the Blueprint for Wellness website. Test results should be available 3-4 days after the blood draws in most cases. There are a couple of situations where the test results may not be available that quickly or at all as follows:

- Employees and spouses will only be able to access their test results after Meritain has received and sent the eligibility information to Quest. New enrollments received from you will take a minimum of 2 days to enter at Meritain's end. We send a weekly file to Quest who will then load the enrollment information. If you have a new hire who planned on enrolling in the health plan but had not yet enrolled they will not be able to see their test results. The availability of test results is based on the eligibility Quest has in their system.
- If Quest receives an invalid specimen (meaning they are unable to use the specimen to obtain a reading) that person will not be able to view their test results online.

Attached is an instruction sheet for employees to retrieve test results and a phone number they may call to contact a staff member who will be able to assist them. Please let me know if you have any questions.

Thank you,
Karen

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