

IMPORTANT BENEFIT ANNOUNCEMENT



Mosaic Billing Concerns

SJSD has recently learned of an issue affecting all lab services obtained and billed through Mosaic due to a change in their patient management system. Because of this issue, employees are being told that routine tests (i.e., bloodwork, screenings, etc.) are not covered, which is inaccurate. This issue is currently affecting all insurance carriers/employer plans, and it is not unique to SJSD.

Mosaic is actively working on a plan to address the members/patient abrasion that this change has created; however, we have been informed that the change they are working to implement will take several months and will likely not be complete by the end of the year. With this delay, Mosaic is committed to offering solutions that will improve the member/patient experience.

What You Can Do

To avoid issues with your labs, we encourage you to speak with your doctor and request that your labs are ordered with an outside lab provider (non-Mosaic). **Important:** You as the member **MUST** proactively request this from your doctor. Mosaic has also increased the visibility of signage & messaging in their practices/locations explaining this as well.

Alternate In-Network Lab Options

Below are several In-Network lab options in the St. Joe surrounding area that you can request.

Lab Name	Distance from St. Joseph (64506)
<u>Quest</u> 1213 N Belt Hwy, Ste C St. Joseph, MO 64506	In. St. Joseph
<u>AEL Eastridge Medical Laboratory</u> 216 S. Woodbine St. Joseph, MO 64506	In. St. Joseph
<u>Labcorp</u> 401 E. Barry Rd Kansas City, MO 64115	39 miles



Should you have any additional questions, please contact Human Resources.