

Hello, TriCore Partners:

The pandemic may have altered how people lived their lives, but it did not alter the need for preventive and maintenance healthcare. We are here to help you and your patients meet the challenges of the recovery phase, as well as focusing on long-term well-being.

Together, we continue working to ensure that you and your patients receive the most up-to-date testing. We value your partnership as we improve the health of our communities.



Douglas Clark, MD
Chief Medical Officer

TRICORE CONTINUES AS A UNITEDHEALTHCARE IN-NETWORK LABORATORY SERVICES PROVIDER

Good news for your patients covered by UnitedHealthcare: TriCore Reference Laboratories continues to be a contracted and participating provider with UnitedHealthcare. UnitedHealthcare has contracts with dozens of regional laboratories throughout the United States, including TriCore, to provide laboratory services for their commercial and Medicare Advantage plan members. Providers who refer or admit their UHC-member/patient to Lovelace, Presbyterian, and/or UNMH can access patients' lab test results via TriCore's provider portal. Please contact TriCore's client engagement center (505.938.8922 option 1 / 800.245.3296 option 1) to obtain access to the portal and for answers to any questions that you may have.

Whether your patients are insured by UnitedHealthcare or any other major health plan, TriCore can meet your needs as well as those of your patients via full clinical and anatomic laboratory services provided locally. To see the full list of insurances TriCore accepts, [click here](#).

TRICORE ISSUES INAUGURAL INFECTIOUS DISEASE BULLETIN

We are excited to launch the first issue of TriCore's bi-monthly Infectious Disease Bulletin. Hopefully, you will find the information interesting and useful for your practice, and as a way to keep in touch with us. In the first issue you will find a review of summer viruses and which tests are appropriate, how to identify the causative agent of gastrointestinal illness, and helpful tables to guide your testing decisions.

The Infectious Disease Bulletin can be accessed on tricore.org or [click here](#). Your feedback, suggestions or questions for future issues are welcome.



TRICORE PATIENT CARE CENTERS

TriCore’s patient care centers are located throughout the state and adhere to strict COVID safety processes. While appointments are not required at any TriCore patient care center, we are pleased to announce appointments may now be scheduled at select sites. The most up to date patient care center hours and scheduling options can be found on tricore.org or [click here](#). Please note that 1001 Woodward Place NE, Albuquerque, NM, is not a patient care center. It is our core laboratory and patient samples are not collected there.

For patients who are COVID-19 positive, or have a fever higher than 100.4°, we ask that they follow the guidance below.




COVID-19 POSITIVE PATIENTS

GREATER ALBUQUERQUE AREA
(Albuquerque, Belen, Edgewood, Los Lunas, and Rio Rancho)
 If you are currently COVID-19 positive or have a fever higher than 100.4°, please go to TriCore’s Encino Patient Care Center for blood/urine collection.

OUTSIDE GREATER ALBUQUERQUE AREA
 If you are currently COVID-19 positive or have a fever higher than 100.4°, please contact your primary care provider, TriCore’s Client Engagement Center (1.800.245.3296) or local collection site for blood/urine collection.

Encino Patient Care Center
(LOMAS TO MEDICAL ARTS TO ENCINO)
 801 Encino Place NE, Suite D-5 | Albuquerque, NM 87102

HOURS
 Monday - Friday: 8 am to 5 pm

PHONE
 505.924.6910



4/15/21

TRICORE’S CLIENT SURVEY

Thank you for your responses to TriCore’s client survey. We assure you that each survey has been carefully reviewed and your voices are heard. We appreciate the kind words, as well as your thoughts about how we can improve. Thank you for choosing TriCore!