

# Frequently Asked Questions

## **Which districts are eligible for the Quest testing program?**

This program is only available to K-12 School Districts and County Offices of Education to address the California Department of Public Health (CDPH) requirements for K-12 schools.

## **What happens if the test provides a positive result?**

All employees that receive a positive COVID-19 test results will receive a call from a Quest-designated physician to discuss the result with the employee and answer any questions.

## **Can the district choose to use Quest for testing of employees who are not covered by CVT? If so, what is the cost?**

If a district wishes to use this process to test employees not covered by a CVT health plan, Quest Diagnostics will bill the district \$115 for each test.

## **Who will pay for this testing?**

Quest Diagnostics will bill CVT for employees covered by a CVT health plan. Quest will bill the district for employees on the eligibility files that are designated as not covered by CVT.

## **Will Quest report this testing to our local public health department?**

Yes. Quest is providing the required Medical Authority for this program and is in compliance with all reporting requirements at both the state and local level.

## **Can this program change?**

Yes. This program is subject to change.

## **Should we notify employees they will be receiving a test?**

Yes. It will be up to each district to notify their affected employees about the testing process so they will expect the testing kit and fulfill their self-collection.

## **Is an eligibility file required?**

Yes. This is required for shipping of the kit to the employee. Additionally, Quest will use the eligibility file for billing purposes and identifiers to successfully parse out those members covered by CVT and those non-covered members.

## **Can FedEx ship to PO Boxes?**

FedEx is unable to ship to PO Boxes. Please secure an alternate physical address from the employee.

## **How long does the test take to result out?**

Quest testing takes approximately 2 days. An employee drops their kit at FedEx drop box by 3 PM Monday–Friday. They will have their results email notification 2 days later.

## **Should the districts receive identifiable COVID-19 results?**

It is not a requirement of CDPH for districts to receive identifiable results. If it's determined a district desires to receive results, that district will enter a Data Agreement with Quest authorizing them to send a district representative a data results file via secure email.

## **Can a district see who's participated?**

Yes. Quest can provide each district a weekly Participant Status Report (PSR) that shows who has been sent a kit and who has returned their kit.

## **Can our district's kits be shipped to the district office for distribution, instead of sending them to each employee's home address?**

Yes. Quest can set your district up to have your employees' kits shipped to the district office. Each district must specify if they desire direct mail "ship to home" or "ship to the district office." Unfortunately, we cannot accommodate both, it must be one or the other.

## **Will Quest send a kit to a PO Box?**

No. A physical address is needed. Quest will extract PO Boxes from the eligibility file and report to the district to obtain a physical address. The home kit will not be mailed to the employee unless a physical address is provided.

## **What is the process if an employee does not receive their home kit in the mail?**

Quest can resend a home kit if an updated address is provided by the district. Please note the district will be invoiced directly if a kit is reissued.