

2021 COVID-19 Solutions

Quest FAQs - Employees

Q: I was exposed to the COVID-19 virus and my employer gave me the link for the Quest site as a possible solution for testing. Why did my employer give me this link?

A: Municipal Benefits Services (MBS) has recently partnered with Quest for several health care management solutions for our members. Because of this relationship, Quest informed MBS they developed a COVID-19 quick testing solution through their relationship with local Giant Eagles. Although this program is exclusively administered through Quest and Giant Eagle, MBS wanted to bring easy access to this solution to our clients.

Q: What are my next steps?

A: There are several solutions available for COVID-19 testing. However, if you want to arrange for your testing through Quest, simply click on the link provided to you by your employer and follow the instructions.

Q: Can family members sign up for testing and a MyQuest account?

A: Yes. Each family member would have to create their own, individual account to be able to access their own health information and test results.

Q: Do I need a doctor's order (prescription) for a test?

A: No. If you have been exposed to the virus you can get the test. Simply just register for testing through your MyQuest account. You can schedule a test without having been exposed, however, you may be required to pay for the test out of pocket.

Q: Why is Quest asking about race/ethnicity?

A: Answering this question is *optional*. However, the Center for Disease Control (CDC) uses this information for contact tracing.

Q: Is my test covered by insurance?

A: When tests are ordered by your medical provider or you have been exposed, the test will be covered by the insurance provided through MBS. If you do not have coverage through MBS, check with your insurance provider to see if it will be a covered expense.

Q: Can multiple people from my department have the same appointment?

A: No. Each person would have to set up their own MyQuest account and schedule their own appointment time for testing.

Q: Quest is asking me to sign up for the MyQuest account. Do I have to do this?

A: Yes. You need a MyQuest account to sign up for testing and to review your testing results. You can only reschedule a test *after* you have created a MyQuest account or log in to your existing account.

Q: If I sign up for the MyQuest account, can I view other results for tests performed through Quest on this account?

A: Yes. All tests performed by a Quest lab will be stored on your MyQuest account for you to access at your convenience.

Q: If my employer requests that I provide proof of my test results before I return to work, can I print my results from my MyQuest account?

A: Yes. Login to your MyQuest account and print the results for your employer's records. You may also take a picture or screen shot of your results to e-mail to your employer.

Q: Is the COVID-19 testing available at Quest Centers?

A: No. COVID-19 testing through Quest is currently only available at participating Giant Eagle pharmacies.

Q: What all do I need to bring with me to the Giant Eagle testing site for my appointment?

A: You must make an appointment for a test using your MyQuest account. Once you select the Giant Eagle testing site, date, and time, you will receive an appointment confirmation statement. Please be sure to print the confirmation, or you can access it through the MyQuest app on your device and bring a photo ID with you to the appointment.

Q: What are the risks involved with getting a COVID-19 test?

A: According to Quest, there are no risks involved in getting this test.

Q: How is the test administered?

A: The test is conducted in the comfort on your own car and is given by inserting a swab into your nose to the back of your throat. You may also have the option to provide samples of your spit and phlegm from your cough for testing.

Q: What if I am experiencing serious symptoms?

A: Signs of a serious medical condition include, but are not limited to, severe shortness of breath or difficulty breathing, coughing up blood, chest pain, irregular heartbeat, persistent vomiting, or diarrhea. If you are experiencing serious symptoms, please call 911 immediately.

Q: Am I able to sign up for the COVID-19 vaccination through the MyQuest site?

A: Not at this time. Quest is currently evaluating options for delivering the vaccination to eligible individuals.

Q: How will I know when I qualify for the COVID-19 vaccine?

A: Please reference the <https://www.pa.gov/guides/get-vaccinated/> site for information on the COVID vaccines.

Q: What if I have additional questions?

A: Answers to general questions pertaining to the COVID-19 pandemic (exposure, prevention, testing information, quarantine, treatment, etc.) may be found under the Quest link provided to you by your employer.

As of 3/9/2021