

AMCA Data Security Incident

Key Messages and FAQs

The following is intended as a reference for questions about the AMCA Data Security Incident.

SUMMARY OF THE INCIDENT

- American Medical Collection Agency (AMCA), a collection agency, had a data security incident that impacted AMCA's systems.
- Optum360®, a contractor of Quest Diagnostics, used AMCA as one of its collection agencies.
- AMCA also handled collections for a number of other clinical laboratories and healthcare providers, and the data security incident has impacted all of AMCA's customers.
- With respect to Quest, only those Quest patients whose accounts were sent to AMCA for debt collection may have had information on AMCA's affected system.
- Quest's information technology systems and databases were not affected.
- Quest is working with AMCA and Optum360 to ensure that Quest patients are appropriately notified.
- We are committed to keeping our patients, health care providers, health plan customers, and all relevant parties informed as we learn more. For general information, individuals can call 866-MyQuest.

WHAT HAPPENED, WHO WAS IMPACTED

Q1. What happened?

A1. American Medical Collection Agency (AMCA), a collection agency, has disclosed that an unauthorized user had access to AMCA's system. The affected system contained personal information AMCA received from various entities, including Quest Diagnostics, other clinical laboratories and healthcare providers, as well as information AMCA collected itself. AMCA is a collection agency used by Optum360®, a Quest contractor, and other healthcare companies.

Q2. When and how did Quest first discover there was a breach of AMCA's affected system?

A2. Quest and Optum360 received notice from AMCA on May 14, 2019 of potential unauthorized activity on AMCA's web payment page. The letter Quest and Optum360 received did not provide details regarding the incident or what data may have been on AMCA's affected system. On May 31, 2019, AMCA informed Quest and Optum360 that the number of Quest Diagnostics patients whose information was contained on AMCA's affected system was approximately 11.9 million people. Quest and Optum360 have not yet been able to verify the accuracy of the information received from AMCA.

Q3. How many Quest patients had information in AMCA's affected system?

A3. AMCA informed Quest and Optum360 on May 31, 2019 that the number of Quest Diagnostics patients whose information was contained on AMCA's affected system was approximately 11.9 million people. The only Quest customers whose information was contained on AMCA's affected system are those whose accounts were sent to AMCA for collections.

Q4. Did AMCA's affected system contain data from all Quest patients?

A4. No. It is important to remember that only those Quest patients whose accounts were sent to AMCA for debt collection may have had information on AMCA's affected system. Quest systems were not affected.

Q5. Is it safe for patients to use their credit card at a Patient Service Center?

A5. Yes. Quest does not provide credit card information to AMCA.

Q6. Is there a phone number available for people who have questions?

A6. 866-MYQUEST

Q7. How can patients find out if their information, specifically, was in AMCA's affected system?

A7. AMCA has informed us that it will be notifying certain affected individuals directly. Quest continues to work with AMCA and Optum360 to ensure that Quest patients are appropriately notified consistent with the law.

Q8. Were Quest Diagnostics information technology systems impacted? Quest interfaces?

A8. No. The AMCA data security incident did not impact Quest's systems or databases or hospital or client interfaces. The AMCA data security incident was the result of unauthorized access to the system of AMCA, a third-party collection agency.

Q9. Could patients of hospital clients have information on AMCA's affected system?

A9. Possibly. Patients of hospital clients whose testing was billed by Quest directly to the hospital **did not** have information on AMCA's affected system. Only patients of hospital clients who were billed directly by Quest **and** who were sent to AMCA for debt collection may have had information on AMCA's affected system.

INFORMATION INCLUDED IN AMCA'S AFFECTED SYSTEM

Q10: What data may have been contained in AMCA's affected system?

A10: AMCA has informed us that the Quest-related information contained in AMCA's affected system included certain financial information (e.g., credit card numbers, bank information), Social Security Numbers, and medical information, but not laboratory test results. Quest has not yet been able to verify the accuracy of the information received from AMCA.

Q11: Would the hacker have access to laboratory test results?

A11: No. Quest laboratory test results were not included in AMCA's affected system, as laboratory test results are not shared with collection agencies.

Q12. Is there information contained in AMCA's affected system from entities other than Quest?

A12. Yes. AMCA's affected system contained information from Quest as well as from other healthcare providers, including other clinical laboratories. All of AMCA's customers were impacted.

Q13. If a patient's financial data was part of the AMCA data security incident, will credit monitoring be offered?

A13. Quest and Optum360 have been advised by AMCA that individuals whose Social Security numbers or financial information (e.g., credit card numbers, bank information) was involved, will be offered 24 months of complimentary credit monitoring and identity theft mitigation services.

INVESTIGATION AND RESPONSE

Q14. When will the investigation be completed?

A14. At this point, computer forensic experts are conducting an investigation to determine who was impacted and what information may have been accessed on AMCA's system. We do not know when this investigation relating to AMCA's affected system will be completed.

Q15. Has law enforcement been notified?

A15. AMCA has disclosed to us that it has been in contact with law enforcement regarding the incident.

Q16. What steps has Quest taken in response to this incident?

A16. In response to this incident, Quest Diagnostics:

- Has suspended sending collection requests to AMCA;
- Is notifying to affected health plans and patients and will ensure, with Optum360, that notification is provided to regulators and others as required by federal and state law; and
- Is working with Optum360, AMCA and outside security experts to investigate the AMCA data security incident and its potential impact on Quest Diagnostics and its patients.

Q17. I saw the news on LabCorp and BioReference. Is this the same AMCA incident? Why are the numbers different?

A17. Yes. We can't speak for LabCorp, BioReference, or AMCA on why the numbers are different.

Q18. Who can healthcare professionals/providers contact for more information?

A18. Providers can contact their Quest Diagnostics sales representative for additional information. If patients have questions, they can call 1.866.MYQUEST (1.866.697.8378).

FOR HEALTH PLAN CUSTOMERS

Q19. Can you tell me if my members were impacted?

A19. At this time, we are not able to determine who was impacted and what data was on AMCA's affected system. Quest has been working and will continue to work diligently, along with Optum360, AMCA, and outside security experts, to investigate the AMCA data security incident and its potential impact on Quest Diagnostics and its patients.

Q20. Is Quest Diagnostics a Business Associate to the health plan with respect to services provided in Quest's role as a participating provider?

A20. No. Quest Diagnostics is a covered entity under HIPAA in its role as a participating provider to the health plan.

Q21. Did the AMCA incident involve data provided by the health plan under a business associate agreement with Quest Diagnostics?

A21. No. Quest Diagnostics is a covered entity under HIPAA in its role as a participating provider to the health plan.

Q22. Can I share this FAQ document with my plan sponsors?

A22. Yes.

Q23. To whom shall I send my questions/requests for information?

A23. As you can imagine, we are trying to accommodate many requests from health plan customers. Requests should be sent via email to CommercialCommunications@QuestDiagnostics.com. Some requests will be handled via email and others will be handled through a call, which will be arranged with the appropriate individual.