

AMCA Data Security Incident

Public statement and FAQ

June 4, 2019, 6:30 pm

Statement

Updated June 4, 2019

SECAUCUS, N.J., June 04, 2019 -- American Medical Collection Agency (AMCA), a billing collections service provider, has informed Quest Diagnostics that an unauthorized user had access to AMCA's system containing personal information AMCA received from various entities, including Quest and other healthcare providers, including other clinical laboratories. AMCA provides billing collections services to Optum360, which in turn is a Quest contractor. Quest and Optum360 are working with forensic experts to investigate the matter.

AMCA first notified Quest and Optum360 on May 14, 2019 of potential unauthorized activity on AMCA's web payment page. On May 31, 2019, AMCA notified Quest and Optum360 that the data on AMCA's affected system included information regarding approximately 11.9 million Quest patients. AMCA believes this information includes personal information, including certain financial data (e.g. credit card numbers), Social Security numbers, and medical information, but not laboratory test results.

AMCA has not yet provided Quest or Optum360 detailed or complete information about the AMCA data security incident, including which information of which individuals may have been affected. Quest has not been able to verify the accuracy of the information received from AMCA.

Quest's information technology systems were not impacted. Optum 360 provided information to AMCA on Quest patients who had delinquent balances that required the services of a collection agency.

Quest is taking this matter very seriously and is committed to the privacy and security of our patients' personal information. Since learning of the AMCA data security incident, we have suspended sending collection requests to AMCA.

Quest will be working with Optum360 to ensure that Quest patients are appropriately notified consistent with the law.

We are committed to keeping our patients, health care providers, and all relevant parties informed as we learn more. For general information, individuals can call 866-MyQuest.

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Frequently Asked Questions

What happened; who was impacted

Q1. What happened?

A1: American Medical Collection Agency (AMCA), a billing collections service provider, has informed Quest that an unauthorized user accessed an AMCA system. Quest's contractor, Optum360, has contracted with AMCA to collect on certain delinquent Quest Diagnostics accounts. The system contained personal patient information that AMCA had received from various entities, including from Quest and other healthcare providers. Quest and Optum360 are working with forensic experts to investigate the matter.

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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. Quest and Optum360 have not yet been able to verify the accuracy of the information received from AMCA. The only Quest customers whose information was contained on AMCA's affected system are those whose delinquent accounts were forwarded to AMCA for collections.

Q4. What more can you tell me about the patients whose information was on AMCA's affected system?

A4: Optum 360 provided information to AMCA on Quest patients who had delinquent accounts that were forwarded to AMCA for collections.

Q5. Did AMCA's affected system contain data from all Quest patients?

A5. No. It is important to remember that only those Quest patients whose delinquent accounts were sent to AMCA for debt collection may have had information on AMCA's affected system.

Q6. Is it safe to use my credit card at a Patient Service Center?

A6. Yes. Quest does not provide credit card information to AMCA.

Q7. Is there a phone number available for people who have questions?

A7. 866-MYQUEST

Q6: How can patients find out if their information, specifically, was in AMCA's affected system?

A6: As soon as AMCA provides information on individuals whose information was included in its affected system, Quest will work with its billing contractor, Optum360, to verify the information and ensure that patients are appropriately notified consistent with the law. Quest 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.

Q7: Were Quest Diagnostics information technology systems impacted?

A7: No. The AMCA data security incident did not impact Quest's systems or databases. The AMCA data security incident was the result of unauthorized access to the payment portal of AMCA, a third-party billing collections vendor.

Information included in AMCA's affected system

Q8: What data may have been contained in AMCA's affected system?

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A8: AMCA has informed us that the Quest-related information contained in AMCA's affected system included certain financial information (e.g., credit card numbers), 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.

Q9: Would the hacker have access to laboratory test results?

A9: No. Quest laboratory test results were not included in AMCA's affected system, as laboratory test results are not shared with billing collection vendors.

Q10. Is there information contained in AMCA's affected system from entities other than Quest?

A10. Yes. AMCA's affected system contained information from Quest as well as from other health care providers, including other clinical laboratories.

Q11. Was Real Time Estimation data shared?

A11. No. Real time estimation data was not contained in AMCA's affected system, as such data is not shared with billing collection vendors.

Investigation and Response

Q12: When will the investigation be completed?

A12: 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.

Q13: Has law enforcement been notified?

A13: AMCA has disclosed to us that it has been in contact with law enforcement regarding the incident.

Q14: What steps has Quest taken in response to this incident?

A14: In response to this incident, Quest Diagnostics has:

- suspended sending collection requests to AMCA;
- provided notifications to affected health plans and will ensure, with Optum 360, that notification is provided to regulators and others as required by federal and state law; and
- 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.

For Health Plan and Commercial Clients

Q15. Can you tell me if my client was impacted?

A15. At this time we are not able to determine who was impacted and what data was on AMCA's affected system. Quest 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.

Q16. Is Quest Diagnostics a Business Associate to the health plan with respect to services provided in Quest's role as a participating provider?

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A16: No. Quest Diagnostics is a covered entity under HIPPA in its role as a participating provider to the health plan.

Q17: Did the AMCA incident involve data provided by the health plan under a business associate agreement with Quest Diagnostics?

A17: No. Quest Diagnostics is a covered entity under HIPPA in its role as a participating provider to the health plan.

Q18. Can I share this FAQ document with my clients?

A18. Yes

Q19: To whom shall I send my questions/requests for information?

A19. As you can imagine, we are trying to accommodate many requests from health plan and commercial clients. 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.

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