

# AMCA Data Security Incident

## Key Messages and FAQs

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

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- x American Medical Collection Agency (AMCA), a collection agency, had a data security incident that impacted AMCA's systems.
- x Optum360®, a contractor of Quest Diagnostics, used AMCA as one of its collection agencies.
- x 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.
- x 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.
- x Quest's information technology systems and databases were not affected.
- x Quest is working with AMCA and Optum360 to ensure that Quest patients are appropriately notified.
- x 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.

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A1. American Medical Collection Agency (AMCA), a collection agency, has disclosed that an unauthorized user had access to AMCA's system. The agency used by Optum360®, a Quest contractor, and other healthcare providers.

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

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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 information that was contained on AMCA's affected system is that of Quest patients whose accounts were sent to AMCA for collections.

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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.

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

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A6. 866-MYQUEST

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A8. 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.

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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.

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A9. Possibly. Patients of hospital clients whose testing was billed by Quest directly to the hospital GLG KQW information on AMCA's affected system. Only patients of hospital clients who were billed directly by Quest DQW who were sent to AMCA for debt collection may have had information on AMCA's affected system.

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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.

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

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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.

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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.

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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.

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

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A16. In response to this incident, Quest Diagnostics:

- x Has suspended sending collection requests to AMCA;
- x 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
- x 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.

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

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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).

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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.

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