

Monday, June 03, 2019

The American Medical Collection Agency (AMCA) has notified Quest potential unauthorized activity on its web payment page. After seeking additional information from AMCA, we were informed that an unauthorized user had accessed an AMCA system containing personal patient information that AMCA received from various entities, including Quest Diagnostics.

We have not yet been able to verify the accuracy of the information received; however, the AMCA has indicated that the data on its affected system included information regarding approximately 11.9 million Quest patients. AMCA also informed us that the data accessed included certain financial information -- but not laboratory test results.

Please note that we believe the AMCA data security incident did not impact Quest's employer-sponsored wellness screening platform or participants in these services, such as Blueprint for Wellness. The only Quest customers who may have been affected are those patients whose accounts were forwarded to AMCA for collections.

At this point we are working to investigate AMCA's data security incident. Upon completion of our investigation, we will work to ensure that any affected patients are appropriately notified, consistent with the law.