



June 10, 2019

Dear Valued MACL Patients & Clients,

We value your business and respect the privacy of our patient's information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that may involve our patient's personal information.

On June 3, 2019 we received a communication from Quest Diagnostics, Inc. (Quest), MACL's billing services provider, notifying us of a data security incident that may impact MACL patients. This incident originated at a billing collections vendor used by Quest's revenue cycle management partner, Optum360, called American Medical Collection Agency (AMCA).

Here are the facts we know about this incident.

On May 14, 2019, AMCA notified Quest and Optum360 of potential unauthorized activity on AMCA's web payment page. Details regarding the incident or what data may have been on AMCA's affected system were not provided at that time. 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, Social Security numbers, and medical information, but not laboratory test results.

Quest is MACL's billing provider for outreach services, which includes laboratory services provided via our Patient Care Centers and physician offices, including In-Office Phlebotomists (IOP). Quest outsources its billing services to Optum360, a Quest contractor. Optum360 provided information to AMCA regarding MACL patients who had delinquent balances that required the services of a collection agency. Although no Quest, Optum360 or MACL technology systems were impacted, it is possible that some of our patients may have been impacted.

AMCA has not yet provided Quest or Optum360 with detailed or complete information about the AMCA data security incident, including which information of which individuals may have been affected. However, Quest and Optum360 are working diligently with forensic experts to further investigate the matter and to verify the accuracy of the information received from AMCA.

MACL is taking this matter very seriously and, like Quest, is committed to the privacy and security of our patients' personal information. Since learning about this incident, Quest has suspended all collection requests to AMCA.

Mid America Clinical Laboratories

2560 N. Shadeland Avenue • Indianapolis, IN 46219 • www.maclonline.com • 1-877-803-1010

MACL understands that this incident may generate questions from our patients or providers. We are working closely with Quest and Optum360 to ensure our patients are appropriately notified, in a manner consistent with the law. We are committed to keeping our patients, health care providers, and all relevant parties informed as we learn more about this incident. We thank you for your cooperation and continuous support.

If your patients or providers have any questions beyond what is included in this statement, please direct them contact our call center at **(877) 803-1010**. If you have any additional questions, please direct them to privacy@macll.com.