

Notice to Our Patients about a Data Security Incident at AMCA

We are committed to protecting the privacy and confidentiality of our patients' personal information. Regrettably, this notice is regarding an incident at our third party vendor that may have involved some of our patients' information.

You previously may have heard of the incident at American Medical Collection Agency (AMCA) which involved an unauthorized person's access to AMCA's systems between August 1, 2018 and March 30, 2019. AMCA provided billing collection services to CompuNet through our former joint venture partner, Quest Diagnostics. Some of the information contained on AMCA's system relates to services patients received from CompuNet, including some patient names, dates of birth, dates of medical service, names of labs or medical service providers, referring doctors, health insurance information, and other medical information. In some cases, patient social security numbers, credit card numbers, and bank account information were impacted. AMCA advised us that laboratory results were not impacted by this incident. AMCA has reported that they are actively working with law enforcement to investigate the incident.

CompuNet's own systems and databases were not impacted by this incident and only CompuNet patients who were subject to billing collections with AMCA potentially were impacted. Patients whose social security number or financial information was impacted previously received a notification letter with an offer for credit monitoring from AMCA and/or Quest.

We began mailing letters to affected patients on July 25, 2019. If you believe you are affected and do not receive a letter by August 30, 2019, please call 1-833-963-0523, Monday through Friday 9:00 a.m. to 6:30 p.m. Eastern Time.

We recommend affected patients review the statements they receive from their health care providers or insurers. If they see services they did not receive, they should contact the provider or insurer immediately. For those patients with financial information affected, they should review the statements they receive from their financial institutions and promptly alert the financial institution if they see any charges they did not authorize. We deeply regret any concern or inconvenience this incident may cause our patients. We have since ceased doing business with AMCA and are taking steps to retrieve and secure all CompuNet patient information contained in AMCA's systems.