

July 13, 2019

BY ELECTRONIC MAIL

Office of the Attorney General
1125 Washington St SE
Olympia, WA 98504
SecurityBreach@atg.wa.gov

RE: Confidential: Security incident notification

To Whom It May Concern:

I am writing on behalf of Laboratory Corporation of America Holdings (LabCorp) to inform you of a security incident experienced by LabCorp's former vendor American Medical Collection Agency (AMCA). LabCorp was informed on May 14, 2019 that AMCA may have experienced unauthorized activity on its web payment page. Upon learning of this event, LabCorp promptly stopped sending new collection requests to AMCA and stopped AMCA from continuing to work on any pending LabCorp collection requests. AMCA has told LabCorp it appears that an unauthorized user had access to AMCA's system between August 1, 2018 and March 30, 2019 and that AMCA cannot rule out the possibility that personal information on AMCA's system was at risk during that time period. The information on AMCA's affected system may have included name, address, and balance information for the patient and person responsible for payment, along with the patient's phone number, date of birth, referring physician, and date of service. In addition, health insurance information may have been included for some individuals, and because some insurance carriers utilize the Social Security Number as a subscriber identification number, the Social Security Number for some individuals may have been impacted. No ordered tests, laboratory test results, or diagnostic information were in the AMCA affected system.

LabCorp provided notice by mail to state residents who may have been affected by the incident beginning on July 13, 2018. In addition, LabCorp posted substitute notice to its website for affected individuals for whom it has insufficient or out-of-date contact information. 18,330 Washington residents were affected by this incident. For individuals whose Social Security Number was affected, the patient notice includes specific information about how to enroll in free credit monitoring and identity protection services. These services will be provided free of charge for 24 months.

LabCorp takes its responsibility to safeguard patients' personal information seriously and remains committed to protecting patient privacy and security. LabCorp continues to work closely with its vendors and business associates to enhance the security of patient health and personal information.

Please feel free to contact me if you have any questions or require additional information.

Sincerely,

/s/ Allison Holt Ryan

Allison Holt Ryan
Partner
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