

BakerHostetler

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JUL 31 2019

CONSUMER PROTECTION

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July 30, 2019

Lynn Sessions
direct dial: 713.646.1352
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VIA OVERNIGHT MAIL

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Sir or Madam:

We are writing on behalf of our client, BioReference Laboratories ("BioReference") regarding a security incident at Retrieval-Masters Creditors Bureau, Inc. d/b/a American Medical Collection Agency ("AMCA"). AMCA provided billing collection services for BioReference.

On June 3, 2019, AMCA advised BioReference that between August 1, 2018 and March 30, 2019, an unauthorized person may have had access to AMCA's systems. Some of BioReference's patients' information was contained in AMCA's system, including some patients' names, dates of medical service, names of lab or medical service providers, referring doctors, and other medical information related to services received at BioReference.

AMCA informed BioReference that they previously mailed letters to BioReference patients who had financial information impacted and provided those individuals with 24 months of complimentary credit monitoring. BioReference mailed letters in substantially the same form as the attached to the affected New Hampshire residents beginning on July 29, 2019, pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) 45 CFR §§ 160.103 and 164.400 *et seq.* BioReference has ceased doing business with AMCA and is taking steps to retrieve and secure all BioReference information contained in AMCA's systems.

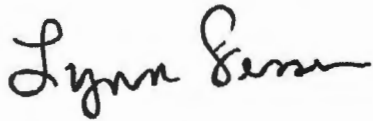
As a covered entity under HIPAA, BioReference maintains procedures for responding to incidents such as this, and notification to the New Hampshire residents is provided in accordance with those procedures. Notification to the Attorney General is being provided in compliance NH Rev. State

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

§359-C:20 (2015).¹

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "Lynn Sessions". The signature is written in a cursive, flowing style.

Lynn Sessions

Enclosure

¹ This report is not and does not constitute a waiver of BioReference's objection that the State of New Hampshire lacks personal jurisdiction over BioReference regarding any claims related to this incident.



<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

BioReference Laboratories, Inc. ("BioReference") values the privacy and confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident that may have involved some of that information. This notice describes the incident, outlines the measures we have taken in response, and steps you can take.

BioReference contracted with American Medical Collection Agency ("AMCA") for billing collection services. On June 3, 2019, AMCA advised BioReference that between August 1, 2018 and March 30, 2019, an unauthorized person had access to AMCA's system. Some of your information was contained in AMCA's affected system, and may have included your name, date of medical service, name of lab or medical service provider, referring doctor, health insurance information, and other medical information related to services you received at BioReference.

If your financial information was impacted, you would have received a notification letter from AMCA already.

We wanted to advise you of this incident and assure you that we take it very seriously. We recommend that you review the statements you receive from your health care providers and health insurers. If you see services you did not receive, please contact the provider or insurer immediately.

We deeply regret any concern or inconvenience this incident may have caused you. We have since ceased doing business with AMCA and are taking steps to retrieve and secure all BioReference information contained in its system. Should you have any questions, please call 1-833-963-0524, Monday through Friday, 9:00 a.m. to 6:30 p.m. Eastern Time.

Sincerely,

BioReference Laboratories Inc.