

Frequently Asked Questions

Workforce drug testing laboratories

Q1: Why was this Employer Solutions lab impacted?

A1: We made a difficult business decision to reduce from 3 to 2 labs based on operational criteria. Our Atlanta lab (located in Tucker, GA) processes urine specimens while our other workforce drug testing facilities test all three specimen types – hair, oral fluid, and urine.

Q2: Which Quest facilities offer workforce drug testing?

A2: Our Lenexa, KS and Norristown, PA labs will complete all workforce drug testing for Quest Diagnostics to include urine, oral fluid, and hair specimens. Quest is the only SAMHSA-certified and CAP-FDT-accredited laboratory to offer in-house testing for all three specimen types.

Q3: Where (which laboratory) will my drug test specimens be re-routed?

A3: Our specimen flow map details where clients and collectors should send their drug test specimens - Lenexa, KS or Norristown, PA. Your state determines your logistics and your designated testing lab in most cases. However, testing is split between two labs in some states such as Ohio and Kentucky.

Q4: Will this change impact service levels or turnaround time for clients?

A4: We understand that turnaround time is critical to the business decisions that organizations make, especially hiring. We are making every effort to transition all workforce drug testing with minimal impact to turnaround times.

Q5: Does this change or impact the accuracy of any reported results from this lab?

A5: No. This change was made for the business reasons previously outlined and is not related to any concerns regarding the accuracy of workforce drug test results reported by our Atlanta lab. We strive to uphold the highest standards of quality at every Quest Diagnostics laboratory.

Q6: How will results be reported?

A6: Result reports from other Quest Diagnostics labs will be delivered to you in the same format that you previously received them from our Atlanta lab.

Q7: What are the important dates surrounding this change?

A7: We announced on January 5, 2021 that we will begin transitioning Employer Solutions workforce drug testing specimens from our Atlanta lab and the last day of receipt (accessioning) of specimens will be on **Saturday, March 6, 2021**. The last day of workforce drug testing at this lab will be on **Saturday, March 13, 2021**.

Q8: Who is my new point of contact?

A8: Your new key contacts will vary based on the specific task as we transition your testing.

Q9: What is the process for retesting, specimen storage, additional testing on previously reported specimens, documentation packages, testimony, etc.?

A9: In the event that you need to have a specimen sent to a second HHS-certified laboratory for retesting, we ask that you send the request in writing to the ES.Atlanta@QuestDiagnostics.com. The request must include the client's Quest account number, client name, laboratory accession number, specimen ID (CCF number), date of collection, analyte(s) to be retested, specimen type, bottle to be used for retest (if split sample was collected), and your preferred laboratory to perform the retest. A Medical Review Officer (MRO) signature is required for all Federally regulated retest requests. The client's authorized contact signature is required for all non-regulated retest requests.

All specimens that were previously tested at the Atlanta laboratory and reported as positive, adulterated, substituted, or invalid will be maintained in the same secure frozen storage located in Atlanta, GA. These specimens will be discarded one (1) year following the original date of testing unless the requesting party follows our notification protocols.

All paper records associated with previously tested specimens will be maintained in Iron Mountain secure storage at 660 Distribution Drive, Atlanta, GA 30336, for seven (7) years following the date of analysis. Please see the following contacts for any requests:

<p>Custodian of Specimens & Records Amit Thakkar 1777 Montreal Circle Tucker, GA 30084 Phone: 678.925.2994 Fax: 678.406.1038 Email: ES.Atlanta@QuestDiagnostics.com</p>

Q10: Is clinical testing, COVID-19 testing, or other testing at this lab effected?

A10: Our Atlanta facility does perform clinical and COVID-19 testing; however, this change does not impact any other testing or operations beyond the Quest Diagnostics Employer Solutions workforce drug testing at this laboratory.

Q11: How will clients be notified of this change?

A11: We are providing a letter to all customers outlining their new Responsible Person, as well as the minimal expected impacts. However, we are relying on our Account Managers and Sales Executives to provide customers with the information, guidance, and assurance necessary to continue "business as usual."

Q12: How will MROs be notified of the changes?

A12: MROs for US Department of Transportation (DOT) clients have already been notified via letter in a compliant and timely fashion.

Q13: How will drug test specimens be shipped to their new laboratories?

A13: Drug testing specimens will be managed via the same means as they are for the millions of other specimens that Quest Diagnostics processes, relying on our couriers and overnight shipping vendors to move specimens throughout our laboratory network.

Q14: Will the old air-bills (to Atlanta) be replaced with the new ones?

A14: Our Collection Services team is providing letters to collection sites with instructions to begin shipping to the laboratory that will be conducting the work.

Q15: What happens to drug test specimens that are shipped with Atlanta air-bills?

A15: Specimens will be boxed and shipped overnight to Lenexa, KS or Norristown, PA for processing.

Q16: What about single-site clients or clients that do their own collections?

A16: Air-bills are being provided to all sites, client, or collection, which utilized FedEx air-bills for shipping specimens into Atlanta, GA. Single-site clients are receiving the letter and air-bills specific to their single-site request.