

For Immediate Release

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Privacy Incident at Exceltox Laboratories, LLC

Exceltox Laboratories, LLC (“Exceltox”) of Irvine, California has advised patients of a recent incident that may have compromised certain personal information. Exceltox is a CAP-accredited, CLIA-certified laboratory that provides clinical and toxicology testing services.

On February 15, 2021, Exceltox sent a package of documents via UPS to its document scanning vendor for scanning. Exceltox thought the package was delivered successfully and on time, but recently learned that the package has not been delivered to its vendor to date. Exceltox has worked diligently with UPS to locate the missing package and resolve this issue.

According to UPS, its records show that it tried to deliver the package to the vendor but was unable to do so because the vendor’s office was closed. UPS returned the package to its facility for redelivery later, but then never completed redelivery. UPS has searched its facilities and spoken with its drivers, but not been able to locate the package in its facility or explain why it was not delivered to Exceltox’s vendor. Exceltox will continue to work with UPS to search for the package, but in the meantime has notified affected individuals about the incident.

The missing package contained documents related to COVID-19 tests that Exceltox performed for patients, which may have included information including up to their full name, address, phone number, Social Security number, date of birth, gender, medical provider, patient ID, test type, collection date, insurance provider, and insurance plan name and policy number and/or group number.

At this time, Exceltox does not have any information to suggest that the information contained in the missing package has been disclosed to anyone or that the information has been used for any improper purpose. However, because UPS has been unable to locate the package, Exceltox has notified all potentially affected individuals of the potential disclosure out of an abundance of caution.

“We take patient privacy seriously and are very sorry for any concern or inconvenience this incident has caused or may cause to anyone who has been affected,” said Casey Crawford, Managing Partner. Exceltox is taking steps to continue investigating the incident, help mitigate the potential for harm, and prevent future incidents from happening. It remains in contact with UPS and will continue to assist its efforts to locate the missing package. In addition, Exceltox notified the Department of Health and Human Services of the potential disclosure and will cooperate with its efforts. Out of an abundance of caution, Exceltox also has changed all passwords used to access its computer systems, and it is reviewing its policies and procedures to identify any additional ways to further strengthen the confidentiality and security of its information.

Those who believe they may have been affected by this incident may call Exceltox’s dedicated, toll-free hotline at (833) 256-3157 for more information. Affected individuals are advised to remain vigilant by reviewing and monitoring their account statements and credit reports for any unusual or unauthorized activity. In addition, Exceltox is offering affected individuals complimentary credit monitoring and identity theft restoration services through Experian for a period of 12-months at no cost.