

COVID-19: Service Provider Update

Quest Diagnostics and ExamOne continue to monitor the COVID-19 situation closely. Our priority is the health and safety of our employees, individuals and the communities we serve. We are currently following the Centers for Disease Control and Prevention (CDC) guidelines for COVID-19.

Quest implements work from home policy

In an effort to ensure our laboratory employees remain healthy and our testing facilities continue to operate at full capacity, Quest has initiated a work from home policy. With this policy, a number of our employees are set up to work remotely, including portions of those who support our call center and customer service groups.

Communication and updates

We are committed to providing you updates as quickly as possible. Please note, this is a rapidly changing situation. To ensure you always have the most up-to-date information, please refer to the links below.

For insurance professionals:

- [How ExamOne is responding to COVID-19](#) This page includes important information about our safety process, answers to Frequently Asked Questions and links to other Quest resources and is updated daily.
- [Office closings and service updates](#) This page includes updates to office closings affected by COVID-19, as well as service updates and will be updated multiple times per day.

For applicants:

- [Applicant resources and FAQs](#) This page provides important information to applicants regarding our safety process and answers to Frequently Asked Questions.

Current office closures

For an up-to-date list of office closures, please visit our '[office closure](#)' page. It will be updated daily.

Effective March 19, 2020

California: San Francisco, San Jose, Oakland, and the surrounding counties

Puerto Rico: All offices closed

UPDATED: The following states have implemented a curfew that restricts anyone on the road before 5 a.m. and after 8 p.m. local time zones. Our examiners will take these times into consideration when determining travel time for exams.

Pennsylvania

New Jersey

PLEASE NOTE: Quest Patient Service Centers will remain open in these impacted areas and will continue to process life insurance exams.

For details on how we are managing reschedules and applicant communications in areas with office closures, [please click here](#).

Thank you for your continued partnership. If you have any further questions, please contact your Strategic Account Executive and/or Regional Account Manager.

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10101 Renner Boulevard
Lenexa, KS 66219
Attn: Marketing Department
