

Table of Contents

Why is Quest discontinuing its Quantum Practice Solutions business?	2
What does the transition period look like?	2
Can I access Quantum EHR and ePrescribing after it's discontinued on December 31, 2023?	2
Which Quest solutions and services are impacted by the decision to discontinue Quantum Practice Solutions?	2
Which products are not impacted by this decision?	3
How can I learn more about Quantum Lab Services Manager?	3
Will Quantum EHR remain certified for MACRA/MIPS reporting?	3
What are the data completeness requirements for MACRA/MIPS reporting?.....	3
How can our practice participate in MIPS reporting under the Quality Payment Program?	3
Will I be charged early termination fees?	3
Will I be charged data extraction fees?	3
How do I cancel our Quantum Electronic Health Record (EHR) contract with Quest Diagnostics and request my data extraction?	4
What if our practice is participating in the MIPS program?.....	4
What are the requirements to maintain electronic protected health information (ePHI)?	4
What are the options for retrieving or accessing patient data?	5
Can I continue to use Quest as my lab solution?	5
Have other vendors been able to accept Quantum EHR data?.....	6
Does Quest Diagnostics offer an archival solution?	6
Are there other ePrescribing vendors in the market?	6
How will Quest's exit from the ambulatory segment impact its work in other segments?	6
Whom can I contact for more information?.....	7

Why is Quest discontinuing its Quantum® Practice Solutions business?

The consolidation of independent physician practices is changing the way physicians provide care and utilize our solutions, which is why Quest is discontinuing our **Quantum Practice Solutions** business. This includes our **Quantum Electronic Health Record (EHR)** and **Quantum Electronic Prescribing (ePre)** offerings. We are making this change to adjust our business to align with evolving market dynamics. It will allow us to sharpen our focus on delivering technology solutions and expertise for the growing number of providers delivering care as part of hospital health systems.

What does the transition period look like?

We know that changing healthcare technology solutions isn't easy and requires planning and support. As such, **Quantum Practice Solutions** will have an **end-of-life date of December 31, 2023**. We will maintain **MACRA/MIPS certification** through the **2023 reporting period**, though **Quantum EHR customers will be required to transition to another EHR or receive a data export before December 31, 2023**. Effective immediately, all contracts will stop auto-renewing and move from their current term to month-to-month, to allow for an easier transition to a new technology partner.

Can I access Quantum EHR and ePrescribing after it's discontinued on December 31, 2023?

On January 1, 2024, Quantum EHR and ePrescribing will be switched to read-only mode (through no later than March 31, 2024), **with your current subscription rates remaining in effect until you cancel your contract**. Following is read-only functionality.

Quantum EHR

- View patient demographics, history, and health status previously recorded
- Access the following reports: Lab, Informatics, Query, RX Transaction, E-Patient, Audit, and Billing Reconciliation
- Access information via any Internet-enabled PC, iPhone, and iPad
- View uploaded documents

Quantum ePrescribing

- View prescription history and patients' documented allergies

Full access will remain in effect for eLabs until further notice.

Which Quest solutions and services are impacted by the decision to discontinue Quantum Practice Solutions?

Quest products **impacted** by the decision include:

- **Quantum Electronic Health Record**
- **Quantum Electronic Prescribing**
- **Quantum Practice Management (PM)**
- **Quantum Revenue Cycle Management (RCM)**

Customers who currently use **CompuGroup Medical (CGM)**, **Tebra** (formerly Kareo), or **PracticeSuite** for their Quantum PM or RCM solutions are required to contact them directly to continue using their respective solutions and are required to select another EHR and ePrescribing solution. Affected customers are free to select a provider of their choice or can discuss options with their current white-label partner.

Selecting a PM or RCM solution other than the one currently provided to your practice as Quantum PM or RCM may result in fees to transfer data. These vendors are committed to providing a smooth transition to avoid any disruptions.

Which products are not impacted by this decision?

Quest products **not impacted** by the decision include:

- **Quantum eLabs**
- **Quantum Lab Services Manager**
- **Quantum Enterprise Content Solutions**

We remain committed to these services and hope you will leverage Quest as a lab solutions provider through **Quantum Lab Services Manager** via an interface with your new EHR platform, which will ensure your lab ordering process remains uninterrupted.

How can I learn more about Quantum Lab Services Manager?

You can learn more by [visiting our website](#), and can even start the enrollment process by [completing this form](#).

Will Quantum EHR remain certified for MACRA/MIPS reporting?

Quantum EHR will remain **certified for quality reporting** through the **2023 reporting period** and we will work with customers on their quality reporting needs.

What are the data completeness requirements for MACRA/MIPS reporting?

When a provider reports their quality measures, they are required to meet the data completeness criteria. This means that 70% of a clinician's patients that meet a measure's denominator criteria across all payers for the performance period are included in the report. As the performance period is January 1 to December 31, providers want to ensure that they are documenting at least 70% of their patients for the year in a single EHR. If a provider has less than 70% of their patients documented in a single EHR, they will need to aggregate, or combine, the data from both EHRs.

When completing a data submission, a provider submits only 1 report for their quality and promoting interoperability measures. The quality measures must be submitted in a QRDA format. Therefore, if a provider has multiple QRDA reports from multiple EHRs during a year, those QRDA reports will need to be combined. This can be done by a third-party aggregator, which can be found by searching online.

Ideally, Quantum EHR clients will receive a complete database file of their EHR records to import into their new EHR, allowing the data to align for reporting out of their new EHR for an entire year. Please reference the [MIPS guide](#) for more information on submitting quality measures data based on your submission and collection types. Page 28 provides a useful table.

How can our practice participate in MIPS reporting under the Quality Payment Program?

On January 1, 2024, Quantum EHR and ePrescribing will be switched to read-only mode. During the MIPS 2023 reporting period (January 1–March 31, 2023), please contact our Support Team to activate your account for the purpose of running your reports only—no other system activity will be permitted while in read-only mode.

Will I be charged early termination fees?

No early termination fees will be assessed for discontinuing the use of **Quantum EHR** or **Quantum ePrescribing**.

Will I be charged data extraction fees?

Our Quest team is here to support your transition to a new EHR and will provide one EHR data extract at **no additional charge** from Quest. If your new EHR vendor requests additional data extracts, please contact your account manager.

How do I cancel our Quantum Electronic Health Record (EHR) contract with Quest Diagnostics and request my data extraction?

Contact your Account Manager (refer to map) to initiate the opt-out process and learn about your data extraction options. Determine what option is best for your practice and complete the opt-out form.

Work with your Account Manager to contract for your data extraction. After the data extract has been initiated, it enters a support queue. It can take up to 10 days to extract the data depending on the amount of data in your system. **Data entered after your requested extraction date will not be included.** During this time, please be prepared to back up any records that may be entered into Quantum EHR by printing or saving the records, entering the data into the new system, or by using paper records until the import process is completed.

As a part of the data extract and delivery process, Quest uses the Syncplicity platform to deliver your data. Syncplicity is a platform to securely share data between our organizations.

When your data extract has been completed and posted to Syncplicity, you and your vendor (if provided) will be contacted via secure email with a link and password to access your data. **You will be notified in that email that you and/or your vendor have 15 days to download your data.** We encourage you to download a copy of your data even if your vendor is retrieving it as well. At the conclusion of the 15-day period, your data will be removed from Syncplicity for security reasons. We strive to deliver your data to you within 10 days of your requested date. We know that it's important to you, as well, to download the data in a timely manner.

If you and/or your vendor do not download your data within the allotted 15 days and you need Quest to repost the data, there will be a fee to do so. That fee will be one of the following:

- \$250 if your request is within 1 week of your link expiration date
- \$500 if your request is greater than 1 week after your link expiration date

If you delay your request to the point that you need Quest to completely run a new data extract, this may incur additional fees.

What if our practice is participating in the MIPS program?

If your practice is participating in MIPS, you may want to completely import the data into the new EHR (if applicable) before December 31, 2023, so MIPS reports can be generated out of the new EHR for 2023 reporting. If the data is not in the new EHR system, it will be a multistep process to complete reporting. It is ideal to understand the timing for importing data into the new EHR and the timeline needed for the import process (ie, how long does the new EHR require to import data?).

On January 1, 2024, Quantum EHR and ePrescribing will be switched to read-only mode. During the MIPS 2023 reporting period (January 1–March 31, 2023), please contact our Support Team to activate your account for the purpose of running your reports only—no other system activity will be permitted while in read-only mode.

What are the requirements to maintain electronic protected health information (ePHI)?

The use, maintenance, and retention of patient data is the sole responsibility of your practice. While there are several resources that outline your practice's obligation to maintain patient data, following are some resources for consideration:

[HHS.Gov – HIPAA rules regarding retention of ePHI](#)

[American Medical Association's \(AMA\) Record Retention Policy and Schedule Policy](#)

What are the options for retrieving or accessing patient data?

Option	Outcome
<p>Data extraction export Example use case:</p> <p>Provider wants to take the most data possible from Quantum EHR to store or provide to new EHR.</p>	<ul style="list-style-type: none"> • The export provides the most data from Quantum EHR • Data is in a Microsoft Access Database format, which may require technical knowledge to utilize • Data must be uploaded directly into another EHR or archival reader in order to view and interpret. Data will be made available to client and new vendor
<p>Export CCDAs Example use cases:</p> <p>Provider wants high-level patient summaries to store.</p> <p>Provider wants to upload CCDAs to new EHR.</p> <p>Data is determined by ONC requirements.</p>	<ul style="list-style-type: none"> • Fields such as Problems, Medications, Allergies, and Demographics can be incorporated into another EHR • Exported data aligns with the requirements of the 21st Century CURES Act and the United States Core Data for Interoperability (USCDI) • This export is performed by a Delegated Admin at your practice prior to opt-out. Refer to QuickStart for more information
<p>Demographic data export Example use case:</p> <p>Practice needs basic patient demographic information for building their new database.</p>	<ul style="list-style-type: none"> • Includes Name, Address, Phone Number, Gender, DOB, Patient Account Number, etc • In addition to basic demographics, we also provide Last Encounter Date and Provider • Provided in an .xlsx or .csv format • Can be requested directly from support
<p>Read-only Example use cases:</p> <p>Practice is closing and wishes to fulfill records requests for patients.</p> <p>Practice is opting out, but new EHR is not ready for record import.</p> <p>Practice is sold, and the new staff/provider will move records to another Quantum EHR organization or will retrieve records as needed for patients who see new provider.</p>	<ul style="list-style-type: none"> • Option to retain read-only view of clinical patient information in Quantum EHR • Associated fees vary based on contractual term • Read-only is available only through March 31, 2024

Can I continue to use Quest as my lab solution?

Yes. We encourage you to leverage our newest lab solution, **Quantum Lab Services Manager**. In doing so, we will ensure your lab ordering process remains uninterrupted. Our team is here to support you through the transition. You can learn more by [visiting our website](#) and can even start the enrollment process by [completing this form](#). You can also request a Quest interface from your new EHR provider [here](#).

Have other vendors been able to accept Quantum EHR data?

Below is a listing of certified EHR developers to which Quantum EHR has provided patient data. This listing will be updated throughout 2023. Additionally, Quantum EHR expects that we will be able to provide data to any certified EHR product that complies with ONC 2015 CURES Edition as defined by the interoperability requirements of ONC.

Customers are advised to confirm that a potential replacement EHR for Quantum EHR is a fully certified electronic health record solution that complies with all interoperability requirements. The Office of the National Coordinator for Health Information Technology (ONC) published a helpful article for reference: <https://www.healthit.gov/faq/how-do-i-select-vendor>.

[AdvancedMD](#)

[athenahealth](#)

[CompuGroup Medical \(CGM\)](#)

[eClinicalWorks](#)

[Elation Health](#)

[Greenway Health](#)

[Tebra \(formerly Kareo\)](#)

[NextGen Healthcare](#)

[PracticeSuite](#)

[Veradigm \(Allscripts\)](#)

[Veradigm \(Practice Fusion\)](#)

Does Quest Diagnostics offer an archival solution?

Quest does not offer an archival solution. Below is a listing, although not exhaustive, of potential archival solutions in the market.

[Ellkay](#)

[Harmony Healthcare IT](#)

[Morgan Records](#)

[Triyam](#)

Are there other ePrescribing vendors in the market?

Below is a listing, although not exhaustive, of potential ePrescribing solutions on the market.

[DrFirst](#)

[MDToolbox](#)

[Practice Fusion](#)

[Veradigm](#)

How will Quest's exit from the ambulatory segment impact its work in other segments?

We remain committed to other aspects of healthcare information technology. By exiting the ambulatory segment, we hope to double our commitment to the important and growing area of health systems. By consolidating our efforts, we remain strategic in the allocation of our resources to provide the best solutions to our customers.

Whom can I contact for more information?

Our team at Quest is here to assist you with any questions you may have. For support-related questions, please contact our **Support Team** at **1.800.697.9302, option 1,2,2**. For all other questions, please contact your **Account Manager** directly (refer to map).

As you plan your transition and data-extraction milestones, please connect with us to share your timeline and progress. We are here to support you.

Account Manager territory map:

- Allison Ellis**
1.513.204.2682
Allison.F.Ellis@QuestDiagnostics.com

- Bridget Howard**
1.513.204.1830
Bridget.M.Howard@QuestDiagnostics.com

- Carolyn Gruber**
1.513.204.2645
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