

Notice of Data Security Incident FAQs

Q1: Why are you posting this notice?

A: The Delta Dental of California enterprise is currently investigating a cyber security incident that occurred due to a vulnerability in the MOVEit file transfer software, an application used by the Delta Dental of California enterprise and many other organizations and government agencies worldwide. Immediately after being notified of the incident, we applied all recommended patches to the MOVEit software and began a thorough investigation to determine if Delta Dental of California enterprise information was affected.

The forensic investigation to determine what data was impacted by the MOVEit breach affecting the Delta Dental of California enterprise has not yet concluded, and therefore impacted individuals cannot yet be notified. In the interim, this notice has been posted to the Delta Dental of California enterprise's website to inform those who may be affected. Once our investigation is complete, all impacted individuals will be notified outlining the incident and specific services available to support them.

Q2: In addition to this notice, are you informing impacted individuals?

A: Once the investigation is complete, all impacted individuals will be notified outlining the incident and specific services available to support them.

Q3: What is "Protected Health Information (PHI)"?

A: PHI is a term used in the Health Insurance Portability and Accountability Act (HIPAA) that includes individually identifiable health information that you may share with your health care professional or health insurance, such as demographic information.

Q4: What information does the Delta Dental of California enterprise transfer through MOVEit and why?

A: The Delta Dental of California enterprise uses MOVEit to send and receive information related to our customers, members and network providers.

Q5: Does this notice mean that your investigation is complete? If not, when do you anticipate the investigation to conclude?

A: This notice is not an indication of the status of our investigation, which we are working as quickly as possible to complete. At this time, we cannot provide a time frame for completion of the analysis. Due to the complexity of these types of events, we expect the process to take some time. We will share more information about the scope and impact of the event as further updates become available.

Q6: Has the Delta Dental of California enterprise contacted any state or federal agencies?

A: We have reported this incident to the Federal Bureau of Investigation. We have also reported this incident to the U.S. Department of Health and Human Services, Office of Civil Rights as required by HIPAA. Further regulatory reporting will be made upon completion of our investigation.

Q7: Who do I contact with questions?

A: For any other questions or concerns related to this incident, please call our dedicated number at 800-693-2571, Monday through Friday, from 9 a.m. – 6:30 p.m. E.T. We regret any inconvenience or concern this incident may cause.

Q8: While I wait for the investigation to be completed, what can I do to protect myself?

A: Once our investigation is complete, all impacted individuals will be notified outlining the incident and specific services available to support them. In addition, we encourage all individuals to proactively protect your personal information. We recommend you:

1. Closely monitor your financial accounts and credit score.
2. Consider placing fraud alerts or credit freezes with major credit bureaus.
3. Be cautious of emails, phone calls or messages from unknown sources asking for personal information.
4. Engage the proper authorities immediately if you believe you are a victim of identity theft.