

Notice of Data Security Incident

The Delta Dental of California enterprise experienced a cyber security incident involving the MOVEit file transfer software, an application used by the Delta Dental of California enterprise and many organizations worldwide. Through its investigation into the incident, we learned unauthorized actors accessed certain protected health information, including information shared in connection with dental procedures and claims payments.

What Happened?

On June 1, 2023, the Delta Dental of California enterprise learned unauthorized actors exploited a vulnerability affecting the MOVEit file transfer software application. 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. On July 6, 2023, that investigation confirmed that Delta Dental of California enterprise information had been accessed and acquired without authorization.

What We Are Doing:

The Delta Dental of California enterprise engaged independent third-party experts in computer forensics, analytics and data mining to determine what information was impacted and with whom it is associated. Once our investigation is complete, all impacted individuals will be notified outlining the incident and specific services available to support them.

We immediately apply security patches for known vulnerabilities provided by third-party software vendors, regularly update our capabilities to monitor potential security threats and consistently manage access to our systems and data.

What You Can Do:

Individuals should remain vigilant for incidents of identity theft or fraud by reviewing bank accounts, credit reports and other financial statements for suspicious activity. If you suspect you are a victim of identity theft, you can report your concern to law enforcement or the attorney general. If you believe that your Social Security information has been compromised, contact the Social Security Administration's toll-free number: 800-772-1213.

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.

For a list of frequently asked questions, [please click here](#).