

Notice of Data Breach

Delta Dental of California and affiliates (“Company”) was one of thousands of organizations impacted by a global data security incident resulting from a previously unknown vulnerability in the widely used MOVEit file transfer software, made by Progress Software. Through our 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?

Progress Software announced a previously unknown vulnerability within their widely used MOVEit file-transfer software program. This vulnerability led to a global data security incident that is reported to have impacted thousands of organizations, including corporations, government agencies, insurance providers, pension funds, financial institutions, state education systems and more.

On June 1, 2023, the Company learned unauthorized actors exploited a vulnerability affecting the MOVEit file transfer software application. Immediately after being alerted of the incident, we launched a thorough investigation and took steps to contain and remediate the incident. We stopped access to the MOVEit software, removed the malicious files, conducted a thorough analysis of the MOVEit database, applied the recommended patches and reset administrative passwords to the MOVEit system. We also enhanced unauthorized access monitoring related to MOVEit Transfer file access, malicious activity and ransomware activity.

On July 6, 2023, our investigation confirmed that Company information on the MOVEit platform had been accessed and acquired without authorization between May 27, 2023, and May 30, 2023. At that time, we promptly engaged independent third-party experts in computer forensics, analytics, and data mining to determine what information was impacted and with whom it is associated.

This extensive investigation and analysis of the data recently concluded and was a critical component in enabling us to identify specific personal information that was acquired from the MOVEit platform. Upon that determination, we have worked diligently to identify any impacted individuals to provide notification. Our investigation found that approximately 7 million individuals were impacted. In addition to our own investigation, we have also notified law enforcement of the incident and have been cooperating with them since. The investigation into the affected information was completed on Nov. 27, 2023.

What We Are Doing:

In addition to the steps already described, impacted individuals will be notified outlining the incident and specific services available to support them.

Data security is a priority for our Company. We 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:

We encourage individuals to remain vigilant by reviewing bank accounts, credit reports and other financial statements closely and immediately reporting any suspicious activity to the company that maintains the account for the individual. 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 6 a.m. – 3:30 p.m. PT / 9 a.m. – 6:30 p.m. ET. We regret any inconvenience or concern this incident may cause.