

Notice of Data Breach

July 16, 2026

DentaQuest works with health plans to provide dental and vision benefits. Unfortunately, a cybersecurity event in May 2026 affected certain personal information for some of our members, providers and other individuals connected to DentaQuest. We are sending notification letters to individuals whose data was impacted. This notice is intended to provide the same information included in the notification letters to individuals for whom the company has insufficient or out-of-date contact information.

What happened?

On May 20, 2026, DentaQuest discovered that unauthorized individuals accessed certain data on the DentaQuest computer network. This included some personal identification and dental health information. We took immediate action to secure the network and we reported the incident to law enforcement. We also began an investigation with leading, independent cybersecurity experts to learn what information was accessed. We then determined that the incident began on May 17, 2026, and ended by May 20, 2026.

What information was involved?

We have retained Kroll, a leading expert in data mining and identity protection, to conduct a review and analysis of the impacted data to determine what personal information it contained and to whom that information belongs. While this analysis is ongoing and the affected data varies by individual, to date, the impacted data is known to include the following personal and health information: name, address, Social Security number, member identification number, Medicaid number and Medicare number, as well as dental or vision health information, including provider name, diagnosis, treatment and billing information.

What we are doing.

We are mailing notifications to individuals whose personal information was affected. We are offering affected individuals 24 months of identity monitoring through Kroll at no charge. The identity monitoring services include Credit Monitoring, Fraud Consultation and Identity Theft Restoration. The notifications provide the nature of the information involved and contact details for the dedicated call center established to

assist eligible individuals with enrollment and to address any questions. Individual incident notifications are being issued starting July 17, 2026.

We have taken steps to further safeguard our systems, including enhancing our security and monitoring controls and providing additional employee training.

What you can do.

We encourage you to take the following ongoing data security precautions:

- Enroll in the credit monitoring services we are offering. These services are offered at no charge to any individual whose personal or health data was involved. Please call (844) 959-7163 to confirm if your data was involved and to enroll in these free services.
- Remain vigilant against threats of identity theft or fraud and regularly review and monitor account statements and credit histories for any signs of unauthorized transactions or activity.
- If you suspect you are the victim of identity theft or fraud, contact your local police.

We also encourage you to review the following “Additional Resources” describing steps you can take to help protect yourself. This includes tips from the Federal Trade Commission about identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For more information.

We have established a dedicated call center to answer questions about the incident and the services that we are offering to eligible individuals. If you have questions, please call (844) 959-7163 Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays.