

Notice of Data Incident

On October 26, 2023, Dental Group of Lubbock (“DGL”) discovered that an unauthorized third party gained access to DGL’s network. Upon learning of the situation, DGL promptly began an internal investigation and engaged a leading forensic security firm to assist in its investigation and confirm the security of its computer systems and network. The forensic investigation recently concluded and determined that the unauthorized third party accessed certain files on its network between October 3 and October 19, 2023. DGL reviewed the files for any personal information that could have been accessed and on January 9, 2024, learned that some patient information was contained in those files. The type of information varied for each individual, but may have included name, address, telephone number, email address, Social Security number, driver’s license number, health information, such as provider name, dates of service, X-rays and limited medical history, and dental insurance information.

DGL is committed to taking and has taken additional steps, including enhancing its cyber security posture to help reduce the likelihood of a similar event from happening in the future. At this point, DGL is not aware of any fraud or identity theft to any individual as a result of this incident. However, DGL is nonetheless notifying the involved patients and has arranged for complimentary identity protection and credit monitoring services for those individuals whose Social Security numbers and/or driver’s license numbers were involved. The notice will include information on steps individuals can take to protect themselves against potential fraud or identity theft. In general, DGL is recommending that individuals regularly monitor credit reports, account statements and benefit statements. If individuals detect any suspicious activity, they should notify the entity with which the account is maintained, and promptly report any fraudulent activity to proper law enforcement authorities, including the police and their state attorney general.

DGL values the trust you place in it to protect the privacy and security of your information and apologizes for any inconvenience this incident might cause. Patients seeking additional information may call a toll-free inquiry line at (866) 495-1063 between 8:00 a.m. and 5:30 p.m., Central Time, Monday through Friday, excluding major U.S. holidays.