

Member FAQs for Clients

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DentaQuest Cybersecurity Incident Frequently Asked Questions For Clients' Contact Centers/Member Teams

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About the Cybersecurity Incident

What happened?

A. On May 20, 2026, DentaQuest discovered that unauthorized individuals accessed certain data on their computer network. This included personal identification and dental or vision health information. DentaQuest took immediate action to secure the network. DentaQuest also reported the incident to law enforcement. DentaQuest immediately began an investigation with leading, independent cybersecurity experts to learn what information was accessed. After finishing their review, DentaQuest determined that your personal information was accessed and posted on the internet.

When did this happen?

A. DentaQuest learned that the incident began on May 17, 2026, and ended by May 20, 2026. DentaQuest informed the FBI on May 21, 2026.

What kind of data and information was exposed?

A. The data is known to include the following personal and dental or vision health information: name, address, Social Security number, member identification number, Medicaid number, Medicare number and dental or vision health information, including provider name, diagnosis treatment and billing information. Though for specific individuals it may be only some of these types of data involved.

Why has it taken so long to notify me?

A. DentaQuest conducted a comprehensive investigation to determine the accurate scope and implications, then had to gather the relevant information, identify the affected individuals, review the data and arrange the appropriate support services. It takes time to ensure an accurate and thorough investigation. On behalf of DentaQuest we appreciate your patience while they completed this process.

How many people were affected?

A. DentaQuest is still investigating and doesn't yet know the full number of individuals involved.

Who is responsible for doing this?

A. An outside hacking group was responsible.

Can I see the data online?

A. We strongly recommend that no one downloads, opens or interacts with any content posted by the unauthorized party. The published data may have included files and links that could pose security risks. DentaQuest has taken measures to review this data without creating new security risks in their environment.

What's Being Done About It

What is DentaQuest doing in response to what happened?

A. DentaQuest is notifying individuals whose personal information was impacted via mail. DentaQuest is offering affected individuals 24 months identity monitoring services at no cost, through a third party, Kroll. DentaQuest has also taken steps to further safeguard its systems, including enhanced security and monitoring controls and additional employee training.

What is DentaQuest doing to prevent similar events from happening in the future?

A. To help keep this from happening again, DentaQuest engaged cybersecurity experts and provided more employee training. DentaQuest also added new security measures and increased monitoring.

Is there anything I can do to protect myself?

A. The best way for individuals to protect themselves is to take advantage of the identity monitoring services. Also, everyone should be vigilant against targeted scams. DentaQuest will never contact you via text message, social media or email demanding payment, passwords or sensitive health information. If you receive any suspicious outreach, do not respond.

Identity Monitoring Services and Kroll

What services are being offered to affected members?

A. Eligible individuals have access to identity monitoring services that include single bureau credit monitoring (or minor identity monitoring), fraud consultation and identity theft restoration for two years.

What is the best way to start my identity monitoring services?

A. If you have your notification letter and Activation Code, go right to [Enroll.krollmonitoring.com/redeem](https://enroll.krollmonitoring.com/redeem). Otherwise, call the toll-free customer service number (844) 959-7163. It's open 8:00 a.m. - 5:30 p.m. Central Time, excluding major U.S. holidays.

I received a letter in the mail. Is this fraudulent, a scam or a real situation?

A. Federal and state laws require DentaQuest to notify you by mail. We can assure you that this incident did occur and that you have access to identity monitoring services at no cost. We would encourage you to take advantage of the services provided.

For more information or details about the identity monitoring services, call the tollfree customer service number (844) 959-7163. It's open 8:00 a.m. - 5:30 p.m. Central Time, excluding major U.S. holidays. Or if you have your notification letter and Activation Code, you can go right to [Enroll.krollmonitoring.com/redeem](https://enroll.krollmonitoring.com/redeem).

I received a letter from a company called Kroll. What should I do?

A. Kroll is providing notifications to affected individuals. The notification letter also contains instructions on how you can enroll for identity monitoring services.

If you have your notification letter and Activation Code, go right to [Enroll.krollmonitoring.com/redeem](https://enroll.krollmonitoring.com/redeem). Otherwise, call the toll-free customer service number (844) 959-7163. It's open 8:00 a.m. - 5:30 p.m. Central Time, excluding major U.S. holidays.

Who is Kroll?

A. Kroll is an expert in identity theft protection and has been hired by DentaQuest to provide identity monitoring services for affected individuals.

Why does Kroll need my Social Security number to set up the credit monitoring?

A. Your Social Security number is your unique identifier with the credit bureaus, and Kroll has to have this information in order to provide you with credit monitoring.

About DentaQuest

Who is DentaQuest?

A. DentaQuest is a former vendor that previously provided services related to your dental plan.

Why does DentaQuest even have my information?

A. DentaQuest is a national company that partners with state health agencies and healthcare companies to deliver dental and vision benefits. DentaQuest was the administrator of your dental benefits with us.