



April 30, 2009

New Hampshire Attorney General
Consumer Protection Division
33 Capitol Street
Concord, NH 03301

RE: Security Breach at DenteMax

To whom it may concern:

DenteMax recently became aware that dental provider information for one of our network dentists may have been compromised by a former employee.

Although we have no evidence that the former employee has actually retrieved or is using the personal data of the 41 affiliated New Hampshire dentists, we are bringing this incident to your attention so that you are aware that DenteMax takes the security of information of our dentists seriously. Attached is a copy of the letter being sent on May 1, 2009 to individuals who may have been impacted.

Let me stress that DenteMax is committed to ensuring that all personal information is kept secure and will continue to monitor our safeguards, and make enhancements in security to alleviate future occurrences of this nature. If you have any questions regarding this matter, please contact Kathy Larkin, DenteMax compliance manager, at 248-327-9276.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard J. Weather". The signature is written in a cursive, flowing style.

Richard J. Weather
Vice President, Finance and Administration

RJW:mkl

Attachment



25925 Telegraph Rd
Suite 400
Southfield, MI 48033

Dear Provider:

With all the benefits that technology brings, there is also a down side. Even the most sophisticated security systems can be compromised.

Why is this notice being sent?

We recently discovered that a former DenteMax employee compromised sensitive data of a provider in the state in which you practice. The employee was immediately terminated and the matter is in the hands of law enforcement agencies. We have no evidence indicating that your information was compromised and I want to ensure you that the access the former employee had to your information was limited to the amount necessary for her to perform her job. This access consisted of information you supplied in your network application and credentialing file. DenteMax takes the security of your information very seriously. **This notice is being sent simply as a precautionary measure so you can take steps to protect your credit.**

What actions can you take to protect your credit?

With identity theft on the rise, there are steps that all consumers can take to ensure that their sensitive information is protected. Here are actions you can take to protect yourself against identity theft:

- Review your account statements.
- Obtain a free credit report from annualcreditreport.com or call (877) 322-8228.
- If your accounts have been compromised, file a police report with local law enforcement and the financial institution.
- Visit www.dentemax.com/privacy to obtain contact information for the three credit bureaus (Experian, Equifax and TransUnion) and the Federal Trade Commission. At this address, you can also obtain information about how to place a freeze on your credit.

What is DenteMax doing to ensure that provider data is protected?

- We are continually reviewing our security policies and making changes as necessary to ensure that we are protecting data entrusted to us.
- We are taking swift action to remediate when we become aware of a potential security issue.
- If you have any questions or concerns, please contact our Network Support staff at (800) 752-1547, at the prompt, press "2".

Sincerely,

Kathy Larkin
Compliance Manager
DenteMax
