Substitute Notice

On May 21, Elevance Health's business associate, DentaQuest experienced a cybersecurity incident involving unauthorized access to a limited portion of its network by an unknown threat actor. The incident began on May 17, 2026, and was discovered on May 20, 2026. DentaQuest secured its systems, notified law enforcement, and engaged independent cybersecurity experts to investigate. DentaQuest operates on a separate domain from Elevance Health's client environment, and there was no impact to Elevance Health systems. DentaQuest has also implemented additional security enhancements, monitoring, and employee training.

The information potentially accessed varies among individuals and may include name, address, Social Security number, member ID, Medicaid/Medicare number, and dental health information (such as provider name, diagnosis, treatment, and billing details).

DentaQuest is mailing notification letters to affected individuals and is offering 24 months of complimentary credit monitoring through Kroll. Individual notifications began July 17, 2026.

Most affected individuals have been or will be notified directly by DentaQuest about this incident. However, there are a small number of individuals we could not reach directly, for whom we are providing this substitute notice. Individuals are encouraged to monitor financial accounts and credit reports for suspicious activity and report suspected identity theft to law enforcement.

For more information, please visit DentaQuest Website should you have any questions or concerns, please call toll-free at (844) 959-7163 for questions, the dedicated call center is available Monday–Friday, 8:00 a.m.–5:30 p.m. Central Time, excluding major U.S. holidays.