



**DENTAQUEST OFFICIALS MOVE QUICKLY TO NOTIFY AND PROVIDE  
IDENTITY THEFT PROTECTION TO THOSE THAT MAY BE AFFECTED BY  
THE LOSS OF A LAPTOP CONTAINING PERSONAL INFORMATION**

Laptop Containing Information Stolen

NASHVILLE – DentaQuest, a dental benefits manager for multiple government programs in the U.S., was informed on April 1, 2010 that one of its contractors had experienced the theft of a laptop containing confidential patient information. The laptop was stolen on March 20, 2010 and contained a database with approximately 76,000 individuals' information. Most of the data was not sensitive in nature, but nearly 21,000 individuals' first names, last names, and Social Security Numbers were contained on the device. Approximately 10,500 Tennesseans were included in the 21,000 total.

Although there is no evidence that this information has been improperly accessed or misused in any way, DentaQuest, on behalf of the State, is offering all affected recipients one (1) year of free comprehensive identity theft safeguards provided by Kroll Fraud Solutions that includes continuous credit monitoring for adults, identify theft monitoring for minors, and enhanced identity theft consultation and restoration services.

Recipients whose personal information was affected will be notified by mail beginning Monday, June 14, 2010. Included in the mailing to affected recipients will be the type of information that was disclosed – such as first name, last name and Social Security Number – and detailed information on how to sign up for identity theft safeguards that are being offered to affected recipients free of charge. Recipients will need to review the mailing to understand the type of services offered, sign up for the free services, and check their credit report on a frequent basis.

A dedicated call center will also be available starting Wednesday, June 9, 2010 at 1:00 p.m. CST for recipients who have questions about this notice and the notices they will receive. Thereafter, normal hours of operation are Monday through Friday, 8 a.m. to 5 p.m. CST. The call center will be able to answer further questions about the incident and provide the additional details about the identity theft safeguards being offered. The number for the call center is 1-877-309-0021. Basic information about the mailing is available on DentaQuest's, TennCare's and CoverKid's websites:

Go to <http://www.dentaquestgov.com/Members/MemberDocuments.aspx?state=TN>, <http://www.tn.gov/tenncare/>, or [http://www.covertn.gov/web/cover\\_kids.html](http://www.covertn.gov/web/cover_kids.html).

DentaQuest is working to strengthen its protocols to help safeguard against this type of problem in the future.

If you have questions, please contact Amy Nelson, Marketing Communications Manager at DentaQuest at 262-834-3727 or Amy.Nelson@dentaquest.com.

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