

NEWS RELEASE

For Immediate Release

Notice Provided Under Federal Regulations

UNIONDALE, NY (April 15, 2022) – Healthplex has provided notice to some individuals enrolled in its dental plans, in accordance with applicable regulations.

Healthplex discovered that an employee was the victim of a phishing attack resulting in unauthorized access to their email account on November 24, 2021. Healthplex immediately took steps to secure its environment and begin an investigation. The investigation included determining what happened and whether any protected personal information may have been accessed or acquired without authorization.

After completing a comprehensive review of the data potentially affected by the unauthorized access, Healthplex determined on April 5, 2022, that some personal information may have been impacted by this incident. The information that may be involved includes first and last name, address, group name and number, member ID number, plan affiliation, date of birth, date of service, provider name, ADA codes and their description, billed/paid amounts, prescription drug names, Social Security number, banking information, credit card number, username and password for the member portal, email address, phone number, and driver's license number. Individuals affected by this incident were notified directly by mail on April 15, 2022.

Protecting our members' information is a top priority for Healthplex. In addition to taking the steps described above, Healthplex also implemented additional safeguards to ensure the security of its environment and to reduce the risk of a similar incident occurring in the future.

As a precaution, Healthplex is offering at no cost to affected individuals "LifeLock® Identity Theft Protection Services," which proactively protects personal and financial information and provides comprehensive recovery services for a victim of identity theft during their LifeLock membership. In addition, it is recommended affected individuals regularly monitor bank and credit card statements, as well as tax returns for any unfamiliar activity. If any suspicious activity is observed, individuals should report it to the appropriate institution or Healthplex immediately.

In addition, Healthplex has established a dedicated toll-free hotline individuals can call if they have any questions about this notice. Individuals can reach Healthplex Monday – Friday between 8:00am and 6:00pm EDT. The toll-free telephone number is 866-540-5917.