

Elk Ridge Dentistry Notifies Patients of Data Security Incident

Estes Park, CO – March 02, 2020 – Elk Ridge Dentistry (“ERD”) has become aware of a data security incident that may have resulted in the disclosure of some individuals’ personal information, including healthcare information. Although there is no indication that any information was accessed, in an abundance of caution, we have taken steps to notify all patients and to provide resources to assist them.

On January 31, 2020, we discovered that a stolen backup hard drive contained some patient information. The backup hard drive was taken along with other employee personal items. We immediately reported this incident to law enforcement and conducted an investigation to determine which patients may have had information on the hard drive that could have been viewed.

While we have no reason to believe that the hard drive was the target of the theft, and the password-protected backup data file requires proprietary program software to be read, there were some supporting documents on the hard drive as well that could have been viewed. That information may have included treatment consent forms, referral letters, emails, and some X-ray images. Specifically, names, addresses, dates of birth, some healthcare information, and a limited number of Social Security numbers were viewable. Out of an abundance of caution, we are notifying all patients and offering identity protection services through ID Experts at no cost.

We mailed letters to all patients which include information about the incident and steps you can take to monitor and protect your personal information. We have also established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 7:00 a.m. to 7:00 p.m., Mountain Time, and can be reached at 1-833-570-0376.

ERD takes the protection of its patients' information seriously and sincerely apologizes for any inconvenience this incident may cause.

The following information is provided to help individuals wanting more information on steps they can take to protect themselves:

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the letter, and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348-5788
1-800-525-6285

www.equifax.com/personal/credit-report-services/

Experian Security Freeze
PO Box 9554
Allen, TX 75013-9544
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion (FVAD)
PO Box 2000
Chester, PA 19014-0200
1-800-680-7289

www.transunion.com/credit-freeze