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Schuette Announces Efforts to Assist Consumers Affected by Closure of Allcare Dental Chain

Michigan Leads Formation of Multi-State Task Force

LANSING – Michigan Attorney General Bill Schuette today announced his office has undertaken efforts to form a multi-state task force in concert with his office's action to assist Michigan consumers affected by the sudden closure of the Allcare Dental chain.

"Our first priority is to ensure Michigan Allcare Dental patients who were left high and dry either receive refunds or the dental care they purchased," said Schuette. "I encourage affected patients to file a complaint with our Consumer Protection Division for assistance."

General Schuette is working with other state attorneys general across the country to form the multi-state task force and is reaching out to county prosecutors in areas with Allcare Dental clinics to coordinate efforts. The multi-state task force is anticipated to coordinate the following efforts by state attorneys general:

- Mediation of consumer complaints with Allcare Dental and third-party financing companies regarding dental services for which consumers pre-paid but did not receive;
- Preservation and protection of dental records in accordance with healthcare privacy laws, as well as efforts to ensure timely patient access to records in Allcare Dental clinics;
- Review Allcare Dental's business practices to determine whether any state laws were violated; and
- Communication and cooperation with state dental licensing boards.

The Attorney General's office has issued a consumer alert with recommended action for consumers affected by sudden business closures, which can be accessed on the Attorney General's website at <http://bit.ly/SuddenClosure>. The alert outlines steps consumers can take to limit financial loss, how to file a complaint with the Attorney General's office and how to protect privacy regarding personal financial or medical records.

Affected Allcare Dental patients are urged to file complaints with the Attorney General's Consumer Protection Division online at www.michigan.gov/ag or by calling the office toll-free, at

877-765-8388. If consumers used a third-party company to finance their dental work, they are asked to include details about the financing in their complaint.

On Monday, January 3, 2010, all clinics for the Allcare Dental chain closed their doors in fifteen states, including at least six clinics in Michigan. Many Allcare Dental patients had pre-paid for dental services and products, which the company can no longer provide. Patients expressed concern that they were left without access to the dental records necessary to continue care with another dental provider. An announcement regarding the company's sudden closure was posted for patients at www.allcareinfo.com.