

16549



Tracking # 1005852

BN1001
P.O. Box 68085
Cincinnati, Ohio 45206-8085

<Date>

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <ZIP>

Notice of data breach

Dear <First Name> <Last Name>:

We wanted to let you know about a recent event involving your information.

What happened?

We received a report on January 23, 2020 that data may have been exported by an unauthorized actor from an Anthem associate's email account on December 11, 2019. The unauthorized actor was able to export a small amount of data through malware, a type of malicious software. Anthem promptly quarantined the computer and eliminated the malware, however some data was taken by the unauthorized actor. If you are part of a self-insured group health plan, please note we have notified your group health plan and are notifying you on the plan's behalf as your information was involved.

What information was involved?

The following information may have been included: first name, last name, eligibility information, information related to healthcare services, ID number, and, in some cases, social security number.

What are we doing?

We have made every effort to find out what caused this issue and are taking steps to reduce the risk of this happening again. We have eliminated the malware on the impacted computer and are evaluating opportunities to enhance our technical safeguards. We are continuing to further educate our associates to be aware of suspicious emails so they know what steps to take if they receive one. We are committed to protecting the privacy and security of your protected health information (PHI).

Credit and identity theft monitoring and repair services

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** 02/28/2021 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/plus>
- Provide your **activation code:** <code>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **1-877-890-9332** by **02/28/2021**. Be prepared to provide engagement number **DB18110** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*

- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do

We have no reason to believe that someone will misuse your health care data because of what happened. However, if you notice anything in your health records or explanation of benefits (EOBs) that does not look right, please tell us right away.

For more information

We regret this happened and we want you to know we are here for you. If you have questions or need our help, just call the Member Services number on your ID card.

See the next pages for how to order a copy of your credit report, learn how to prevent identity theft and get help in your language.

Wishing you the best of health,

Privacy Coordinator
Anthem Blue Cross and Blue Shield

Other important information

Even if you don't feel the need to sign up for the credit monitoring service, we suggest that you check statements from your accounts, and from time to time, get your credit report from one or more of the national credit reporting companies. You may get a free copy of your credit report in these ways:

- Online at annualcreditreport.com.
- Call **1-877-322-8228**.
- Mail an *Annual Credit Report Request* form (forms are at annualcreditreport.com) to:
Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA 30348-5281

You also may get a copy of your credit report from one or more of these three national credit reporting companies:

Equifax P.O. Box 740241 Atlanta, GA 30374-0241 1-800-685-1111 equifax.com	Experian P.O. Box 9532 Allen, TX 75013 1-888-397-3742 experian.com	Transunion P.O. Box 2000 Chester, PA 19022 1-888-909-8872 transunion.com
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You can learn how to prevent identity theft in these three ways

1. **Visit the Federal Trade Commission website at ftc.gov, call 1-877-ID-THEFT (438-4338) or write to this address:**
Federal Trade Commission
600 Pennsylvania Avenue NW
Washington, DC 20580

2. **Contact or visit your state's regulator website for consumer protection:**

In Maryland:

Visit the Maryland Office of the Attorney General website at www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx or call **1-888-743-0023**.

Write to this address:

Identify Theft Unit
Maryland Office of the Attorney General
200 St Paul Place
16th Floor
Baltimore, MD 21202

In North Carolina:

Visit the North Carolina Attorney General's Office website at www.nccconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html or call **1-877-566-7226**.

Write to this address:

North Carolina Attorney General's Office
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27602

In Massachusetts:

The incident was not the result of criminal activity, so no police report was prepared. However, victims of identity theft have the right to get a police report from their local law enforcement agency.

This information supplements the information in our original notice, describing the type of information that must be provided when asking for a security freeze from each of the three credit reporting agencies:

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

To ask for a security freeze from Experian, log on to experian.com/freeze or send all of the following to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013:

- Your full name, with middle initial and generation, such as JR, SR, II, III, etc.
- Social Security number
- Date of birth (month, day and year)
- Current address and prior addresses for the past two years
- \$5 fee (however, victims of identity theft are not required to pay a fee for this service)

In addition, enclose one copy of a government-issued ID card, such as a driver's license, state or military ID card, etc., and one copy of a utility bill, bank or insurance statement, etc.

Make sure that each copy is clear (enlarge if needed), displays your name and current mailing address, and the date of issue (statement dates must be recent). Experian is not able to take credit card bills, voided checks, lease agreements, magazine subscriptions or postal service forwarding orders as proof.

To ask for a security freeze from Equifax, you must send a written request with this information:

1. Name
2. Address
3. Date of birth
4. Social Security number
5. Proof of present address such as a current utility bill
6. Payment of \$5 fee to ask for a security freeze of your credit file. However, victims of identity theft are not required to pay a fee for this service. Equifax accepts personal checks, American Express, MasterCard, VISA, and Discover Cards to pay for fees.

If you're paying by credit card, please include this information:

- a. Name of the person as it appears on the credit card
- b. Type of credit card (American Express, MasterCard, VISA, or Discover Card)
- c. Complete account number
- d. Expiration date (month and year)
- e. For American Express, the four-digit card ID number (on front of card above the account number)
- f. For MasterCard, VISA, or Discover Card, the three-digit card ID number (on back of card at the end of the account number)

Please do not send cash through the mail. Send your request via certified mail to this address:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348.

To ask for a security freeze from TransUnion, you must send a written request by overnight mail. Your request must include your:

- Name
- Address
- Social Security number
- Credit card number and expiration date to pay a \$5 fee for the service. However, victims of identity theft are not required to pay a fee for this service.
- Proof of where you live, such as a state-issued ID card or driver's license.

Once your request is received, the security freeze will be added within the time required by your state. You'll get an information letter with a personal ID number (PIN). Mail your written request to:

TransUnion
Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19022.

In other states, including Connecticut and Rhode Island:

While this incident was not the result of criminal activity and no police report was prepared, victims of identity theft have the right to get a police report from their local law enforcement agency. You may also file a police report if you believe you were the victim of criminal activity.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

3. How to place a credit freeze

To place a credit freeze with one or more of the three national credit reporting companies, please contact the company and give the information as noted below:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 freeze.equifax.com	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 experian.com/freeze/center.html	TransUnion LLC P.O. Box 2000 Chester, PA 19016 1-888-909-8872 freeze.transunion.com
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The following information must be provided when placing a credit freeze:

1. Name (with middle initial)
2. Current address (and if you recently moved, your address history for past five years)
3. Date of birth
4. Social Security number
5. Proof of present address (such as a utility bill, bank or insurance statement)
6. Copy of government issued ID card
7. Fee (if it applies – see below)

Paying for a security freeze

The fee for starting a credit freeze can differ by state. Please contact the credit reporting company for the fee information for your state.

Your state may waive the fee for a credit freeze in certain cases. When placing a freeze, please check with the credit bureau(s) to see if you qualify for a fee waiver. You may need to pay separate fees for placing, lifting and removing credit freezes.

Get help in your language

Curious to know what all this says? We would be too. Here's the English version:

You have the right to get this information and help in your language for free. Call the Member Services number on your ID card for help. (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

Spanish

Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. (TTY/TDD: 711)

Chinese

您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。(TTY/TDD: 711)

Vietnamese

Quý vị có quyền nhận miễn phí thông tin này và sự trợ giúp bằng ngôn ngữ của quý vị. Hãy gọi cho số Dịch Vụ Thành Viên trên thẻ ID của quý vị để được giúp đỡ. (TTY/TDD: 711)

Korean

귀하에게는 무료로 이 정보를 얻고 귀하의 언어로 도움을 받을 권리가 있습니다. 도움을 얻으려면 귀하의 ID 카드에 있는 회원 서비스 번호로 전화하십시오. (TTY/TDD: 711)

Tagalog

May karapatan kayong makuha ang impormasyon at tulong na ito sa ginagamit ninyong wika nang walang bayad. Tumawag sa numero ng Member Services na nasa inyong ID card para sa tulong. (TTY/TDD: 711)

Russian

Вы имеете право получить данную информацию и помощь на вашем языке бесплатно. Для получения помощи звоните в отдел обслуживания участников по номеру, указанному на вашей идентификационной карте. (TTY/TDD: 711)

Arabic

يحق لك الحصول على هذه المعلومات والمساعدة بلغتك مجانًا. اتصل برقم خدمات الأعضاء الموجود على بطاقة التعريف الخاصة بك للمساعدة. (TTY/TDD: 711)

Armenian

Դուք իրավունք ունեք Ձեր լեզվով անվճար ստանալ այս տեղեկատվությունը և ցանկացած օգնություն: Օգնություն ստանալու համար զանգահարեք Անդամների սպասարկման կենտրոն՝ Ձեր ID քարտի վրա նշված համարով: (TTY/TDD: 711)

Farsi

شما این حق را دارید که این اطلاعات و کمکها را به صورت رایگان به زبان خودتان دریافت کنید. برای دریافت کمک به شماره مرکز خدمات اعضاء که بر روی کارت شناساییتان درج شده است، تماس بگیرید. (TTY/TDD: 711)

French

Vous avez le droit d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour cela, veuillez appeler le numéro des Services destinés aux membres qui figure sur votre carte d'identification. (TTY/TDD: 711)

Japanese

この情報と支援を希望する言語で無料で受けることができます。支援を受けるには、IDカードに記載されているメンバーサービス番号に電話してください。(TTY/TDD: 711)

Haitian

Ou gen dwa pou resevwa enfòmasyon sa a ak asistans nan lang ou pou gratis. Rele nimewo Manm Sèvis la ki sou kat idantifikasyon ou a pou jwenn èd. (TTY/TDD: 711)

Italian

Ha il diritto di ricevere queste informazioni ed eventuale assistenza nella sua lingua senza alcun costo aggiuntivo. Per assistenza, chiami il numero dedicato ai Servizi per i membri riportato sul suo libretto. (TTY/TDD: 711)

Polish

Masz prawo do bezpłatnego otrzymania niniejszych informacji oraz uzyskania pomocy w swoim języku. W tym celu skontaktuj się z Działem Obsługi Klienta pod numerem telefonu podanym na karcie identyfikacyjnej. (TTY/TDD: 711)

Punjabi

ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਇਹ ਜਾਣਕਾਰੀ ਅਤੇ ਮਦਦ ਮੁਫਤ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਮਦਦ ਲਈ ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਉੱਤੇ ਮੈਂਬਰ ਸੇਵਾਵਿਸ਼ੇਸ਼ ਨੰਬਰ ਤੇ ਕਾਲ ਕਰੋ। (TTY/TDD: 711)

Navajo

Bee ná ahoot'í' t'áá ni nizaad k'ehjí níká a'doowol' t'áá jík'e. Naaltsoos bee atah nilínígíí bee néého'dólzíngó nanitínígíí bécésh bee hane'í bikáá' áaḡ'í' hodíilnih. (TTY/TDD: 711)