

Anthem

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Anthem, Inc.
P.O. Box 260
Monroe, WI 53566 - 0260



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<NAME>
<STREET ADDRESS>
<CITY, ST ZIP>



February 25, 2015

Dear <NAME>:

On January 29, 2015, Anthem, Inc. (Anthem) discovered that cyber attackers executed a sophisticated attack to gain unauthorized access to Anthem's IT system and obtained personal information relating to consumers who were or are currently covered by Anthem or other independent Blue Cross and Blue Shield plans that work with Anthem. Anthem believes that this suspicious activity may have occurred over the course of several weeks beginning in early December 2014.

As soon as we discovered the attack, we immediately began working to close the security vulnerability and contacted the FBI. We have been fully cooperating with the FBI's investigation. Anthem has also retained Mandiant, one of the world's leading cybersecurity firms, to assist us in our investigation and to strengthen the security of our systems.

Consumers Impacted

Current or former members of one of Anthem's affiliated health plans may be impacted. In addition, some members of other independent Blue Cross and Blue Shield plans who received healthcare services in any of the areas that Anthem serves over the last 10 years may be impacted. Anthem is providing identity protection services to all individuals that are impacted. For a listing of potentially impacted Anthem affiliated health plans and other Blue Cross and Blue Shield companies for which Anthem is providing this service, visit AnthemFacts.com to view a list. Anthem is a service provider to other group health plans and Blue Cross and Blue Shield plans across the country.

Information Accessed

The information accessed may have included names, dates of birth, Social Security numbers, health care ID numbers, home addresses, email addresses and employment information, including income data. We have no reason to believe credit card or banking information was compromised, nor is there evidence at this time that medical information such as claims, test results, or diagnostic codes, was targeted or obtained.

Identity Protection Services

Anthem has arranged to have AllClear ID protect your identity for two (2) years at no cost to you. The following identity protection services start on the date of this notice, or the date you previously enrolled in services based on information posted on AnthemFacts.com. You can use them at any time during the next two (2) years after your service begins.

information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two bureaus, which then must also place fraud alerts in your file. In addition, you can visit the credit bureau links below to determine if and how you may place a security freeze on your credit report to prohibit a credit bureau from releasing information from your credit report without your prior written authorization:

- Equifax security freeze: https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp
- Experian security freeze: http://www.experian.com/consumer/security_freeze.html
- TransUnion security freeze: <http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page>
- For Maryland and North Carolina Residents - You can obtain information from these sources about preventing identify theft:
- Visit the Federal Trade Commission website at: www.ftc.gov, or call 1-877-ID-THEFT, or write to this address:
Federal Trade Commission
600 Pennsylvania Avenue NW
Washington, DC 20580

Maryland:

Visit the Maryland Office of the Attorney General at:
oag.state.md.us/idtheft/index.htm, or call 1-410-528-8662
or write to this address:
Consumer Protection Division
Maryland Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

North Carolina:

Visit the North Carolina Office of the Attorney General at:
<http://www.ncdoj.gov/Crime.aspx> or call 1-919-716-6400
or write to this address:
Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001

PLEASE NOTE THIS NOTICE WILL BE SENT TO HCSC MEMBERS WHOSE SSN WAS IMPACTED.



BlueCross.BlueShield.

Illinois • Montana • New Mexico
Oklahoma • Texas

(Date)

(Name)

(Address)

(City, State Zip)

Re: **IMPORTANT INFORMATION**
PLEASE READ CAREFULLY

Dear (Name):

As you may have heard in media reports, Anthem, Inc. (Anthem) publicly disclosed that some of its databases storing customer data were accessed by unauthorized users. Anthem notified Blue Cross and Blue Shield of XX (BCBSXX) about this incident on February 4, 2015. The notification stated that on January 29, 2015, Anthem discovered unauthorized parties accessed Anthem's information technology system and obtained personal information relating to consumers. Anthem reports it has since resolved the security vulnerability.

The privacy and security of our members is a top priority for BCBSXX and we continue to safeguard your personal information through robust privacy and security measures. BCBSXX is neither owned nor operated by Anthem. Anthem is a separate company with which BCBSXX works to administer certain aspects of your health care plan with us when you receive health care services in one of the following states: California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia, or Wisconsin. Your information was in Anthem's systems because you likely received services in one of these states. The information about you in Anthem's system may have included a combination of the following: name, address, member ID, date of birth, social security number and email address. Anthem reports that it has no evidence at this time that medical information, such as claims, test results, or diagnostic codes, was targeted or obtained.

Anthem will provide you written notification about the unauthorized access including verification of what happened, a description of the type of information involved, steps Anthem is taking to investigate the event, and how Anthem continues to work to minimize potential harm to you. In some cases, rather than receiving notice from Anthem, you may instead receive notification from your employer or your group plan sponsor if they provide your health insurance coverage for you. While we are trying to avoid duplicate notices, it is possible you may receive more than one notice if you had different coverage in the past.

BCBSXX takes the confidentiality of our members' data very seriously and we regret that this incident occurred. Accordingly, we have confirmed that Anthem will provide twenty-four (24) months of identity protection, identity repair, and credit monitoring services for you. We recommend that you visit AnthemFacts.com for current information about the event, directions on how to access the credit monitoring services and other steps that you can take to protect yourself.

Sincerely,

Privacy Office
Blue Cross and Blue Shield of XX

Member ID
Group #
Plan

Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of Montana, Blue Cross and Blue Shield of
New Mexico, Blue Cross and Blue Shield of Oklahoma, Blue Cross and Blue Shield of Texas

Divisions of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association