



Updated Consumer Information from Anthem Insurance Cyber Security Data Breach

February 17, 2015

Anthem Insurance is working with AllClear ID, a leading and trusted identity protection provider, to offer 24 months of identity theft repair and credit monitoring services to current or former members of an affected Anthem plan dating back to 2004.

This includes customers of Anthem, Inc. companies Amerigroup, Anthem and Empire Blue Cross Blue Shield companies, Caremore, and Unicare. **Additionally customers of Blue Cross and Blue Shield companies who used their Blue Cross and Blue Shield insurance in one of fourteen states where Anthem, Inc. operates may be impacted and are also eligible: California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia, and Wisconsin.**

AllClear ID is ready and standing by to assist you if you need identity repair assistance. This service is automatically available to you with no enrollment required. However, for the fastest and easiest service, enroll online at <https://anthem.allclearid.com/>. If a problem arises, simply call **877-263-7995** and a dedicated investigator will do the work to recover financial losses, restore your credit, and make sure your identity is returned to its proper condition.

Call centers are open Monday to Saturday from 9 a.m. to 9 p.m. ET. **From Monday, Feb. 16 to Friday, Feb. 20, the call center will be open extended hours from 9 a.m. to 11 p.m. ET.**

For additional protection, and at no cost, you may also enroll in the AllClear PRO service at any time during the 24 month coverage period. This service includes credit monitoring and an identity theft insurance policy. Please enroll at <https://anthem.allclearid.com/>.

Those without Internet access or who prefer assistance via telephone can call **877-263-7995**.

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, 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.

Mailed Notification

Anthem will also individually notify potentially impacted current and former members by U.S. Postal Services mail with this same specific information on how to enroll in free credit monitoring and identity protection services. These services will be provided to potentially impacted current and former members free of charge. Anthem has also established a dedicated website (AnthemFacts.com) where members can access additional information, including frequently asked questions and answers.

Toll-Free Hotline

Anthem has established a dedicated toll-free number that you can call if they have questions related to this incident. That number is **877-263-7995**. We have included contact information for the three nationwide credit bureaus below.

Fraud Prevention Tips

There are steps you may take to guard yourself against identity theft or fraud.

We urge likely impacted members to stay alert for incidents of fraud and identity theft. This includes reviewing your account statements and checking free credit reports. Also, you can report suspected incidents of identity theft to local law enforcement, the Federal Trade Commission (FTC) or your state attorney general. To learn more, you can:

- Go to the FTC website at www.consumer.gov/idtheft
- Call the FTC at 1-877-IDTHEFT (1-877-438-4338) or
- Write to:
Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue NW
Washington, DC 20580

You should be aware of scam email campaigns that target current and former Anthem members. These scams are called “phishing.” They’re meant to look like they’re from Anthem. These emails include a “click here” link for credit monitoring. These emails are NOT from Anthem.

- DO NOT reply to the email or reach out to the senders in any way.
- DO NOT enter any information on the website that may open, if you have clicked on a link in email.
- DO NOT open any attachments that arrive with email.

Anthem is not calling members about the cyberattack. Also, Anthem is not asking for credit card information or Social Security numbers over the phone. For more help on spotting scam email, please visit the FTC website at www.consumer.ftc.gov/articles/0003-phishing.

Credit Bureau Information		
Equifax PO BOX 740241 ATLANTA GA 30374-0241 1-800-685-1111 equifax.com	Experian, PO BOX 9532 ALLEN TX 75013 1-888-397-3742 experian.com	TransUnion PO BOX 6790 FULLERTON CA 92834-6790 1-800-916-8800 transunion.com

You can get more information from the FTC and the credit bureaus about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it harder for someone to get credit in your name. This is because it tells creditors to follow certain steps to protect you, but it also may slow your ability to get credit.

You may place a fraud alert in your file by calling one of the credit bureaus listed above. When that bureau helps to process your fraud alert, it will tell the other two bureaus. They will then also place fraud alerts in your file.

Also, you can visit the credit bureau links below to find out if and how you may place a security freeze on your credit report. This can stop a credit bureau from sharing information from your credit report without your prior written consent:

- Equifax security freeze: https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp
- Experian security freeze: www.experian.com/consumer/security_freeze.html
- TransUnion security freeze: www.transunion.com/personal-credit/credit-disputes/credit-freezes.page

FOR ADDITIONAL INFORMATION

Please visit <https://www.anthemfacts.com/faq> for a list of frequently asked questions and answers.

The South Carolina Department of Insurance Office of Consumer Services is also available to answer consumer questions. Consumers may contact the Department as follows:

Phone 1-800-768-3467 (toll-free) Monday - Thursday 8:00 a.m. - 6:00 p.m. Friday 8:00 a.m. - 5:00 p.m.	Web and E-mail http://www.doi.sc.gov/consumers@doi.sc.gov
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Additional information will be posted to the South Carolina Department of Insurance website, <http://www.doi.sc.gov/> as it becomes available.