



## Anthem Breach

As a Blue Cross Blue Shield of MA (BCBS) client, we want to provide you with an update regarding a recent data breach at Anthem, Inc. Anthem is a company that operates Blue Cross plans in 14 states and was the victim of a sophisticated cyber-attack. BCBS is an affiliate of Anthem. BCBS analysis of data provided by Anthem indicates that the personal information of approximately 375,000 of their members (mostly out-of-state) was accessed illegally as a result of the attack.

Like other Blue Cross plans, most of their impacted members' information was stored in Anthem's databases from health care services they received in Anthem's states back to 2004.

Only a small fraction of the total BCBS affected members had their social security numbers accessed. BCBS Member Service representatives will be contacting these members within a week. Credit card, medical, and financial information was not accessed for any of BCBS members. Anthem is offering two years of free credit monitoring and identity theft protection to all impacted or concerned members. BCBS encourages any concerned member to take advantage of these free services.

More information is available at [www.anthemfacts.com](http://www.anthemfacts.com).

This week, Anthem is announcing its total membership impact in its various markets and BCBS is releasing its own media statement. BCBS will begin communicating about this with their customers, as Anthem also plans to start sending member notification letters in the coming weeks. View a sample of the Anthem member letter by [clicking here](#).

Prior to Anthem's notification letters, BCBS will also send notifications to their impacted members, to ensure members are aware of the breach and can take advantage of the free services. BCBS is working closely with Anthem to ensure their impacted members are supported with the information and resources they need.

We have been informed by BCBS that if any of our clients have been affected, we will receive notification. If that occurs, we will contact you directly. If you have additional information, please contact our Benefit Support team at 508.339.1300 or at [benefitsupport@hrknowledge.com](mailto:benefitsupport@hrknowledge.com).

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