



February 26, 2015

# Out of an abundance of caution...

## You may want to share this with your employees!

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You may have recently heard about one of the biggest cyberattacks in US history with Anthem, one of the nation's largest health insurers. The investigation is ongoing.

The question we have been asking of Blue Cross Blue Shield of Texas is "What are the risks to our Texas employers and their employees?" and "What should we be telling our clients?" So far...crickets...we are not getting answers.

So, out of an abundance of caution, we would recommend that you consider disseminating this notice to your employees in case they or one of their covered family members accessed healthcare in an Anthem service area at any time since 2004.

## How could the Anthem breach be linked with Blue Cross Blue Shield of Texas?

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Answer: The Blue Cross Blue Shield of Texas PPO networks are, in effect, the knitting together of ALL of the Blue Cross PPO networks nationwide, including Anthem. This is how Blue Cross achieves the look and feel of being a nationwide carrier when they are truly separate regional entities.

Because of the national relationship with the PPO network, if a member accessed healthcare services in an Anthem service area dating back to 2004, it is possible that the member's private data was compromised.

## Who is most at risk for this data breach?

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Answer: Customers of any Blue Cross Blue Shield company who used their Blue Cross and Blue Shield insurance in one of fourteen states where Anthem operates may be impacted. Those states are California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia and Wisconsin.

For this reason, we recommend that you share this notice with all of your employees since it is difficult to know who may have accessed healthcare while traveling, or who may have dependents residing in one of these states accessing care, etc.

## What should a person do if they are at risk based on our information above?

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Answer: Anthem is working with AllClear ID to offer 24 months of identity theft repair and credit monitoring services to current or former members.

For the fastest and easiest service from AllClear ID, enroll online at <https://anthem.allclearid.com/>

If your employees or their dependents choose not to enroll now but experience the need for identity repair assistance later as a result of this breach, they may simply call 877-263-7995 and a dedicated investigator will do the work to recover financial losses, restore credit and make sure the affected member's identity is returned to its proper condition.

For additional protection, and at no cost, members 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. Enroll at <https://anthem.allclearid.com/>

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