Special Alert

Anthem Data Breach – February 5, 2015

Quick Facts:

- Anthem was the target of a sophisticated external cyber-attack.
- Anthem has created a dedicated website (www.AnthemFacts.com) where members can access information such as frequent questions and answers and a phone number that members can call 1-877-263-7995.
- All impacted members will be notified by mail regarding how to enroll in identity repair services and credit monitoring, which will be provided by Anthem free of charge.
- Early indications are that the member data accessed included names, dates of birth, member health ID numbers/Social Security numbers, addresses, phone numbers, email addresses and employment information including income data.
- As of today, there is no evidence that banking, financial or medical information, such as claims, test results, or diagnostic codes were targeted or compromised.
- EPIC is also reaching out to our other major insurance carrier partners to confirm the breach is limited to Anthem.
- EPIC expects additional information on the size and scope of the breach, and member implications, to develop in the days ahead, and we will communicate further as facts develop.

We wanted to let you know that Anthem was the target of a sophisticated external cyber-attack. Anthem notified EPIC late last night that these cyber attackers gained unauthorized access to Anthem's Information Technology (IT) system and obtained personal information from its current and former members, such as their names, birthdays, member health ID numbers/Social Security numbers, street addresses, email addresses and employment information, including income data. Anthem's investigation to date indicates there is no evidence that banking, financial or medical information, such as claims, test results, or diagnostic codes were targeted or compromised. We expect additional information on the size, scope and implications of the announced breach to develop in the days ahead.

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Once the attack was discovered, Anthem communicated to us that they believe they have closed the security vulnerability, contacted the Federal Bureau of Investigation (FBI) and began fully cooperating with their investigation. Anthem has also retained Mandiant, a cybersecurity firm, to provide incident response and security assessment services. Anthem is not aware of any fraud that has occurred to date as a result of this incident against its members, but there is no guarantee this will not occur. Anthem has indicated all impacted members will be enrolled in identity repair services and will be provided information on how to enroll in free credit monitoring at Anthem's expense.

Anthem has created a dedicated website (www.AnthemFacts.com) where Employers and Anthem insured members can access information such as frequent questions and answers. In addition, they have set up a phone number that members can call 1-877-263-7995.

EPIC will continue to monitor the Anthem data breach closely. At this point, only Anthem owned and operated plans/brands are impacted which include Anthem Blue Cross, Anthem Blue Cross and Blue Shield, Blue Cross and Blue Shield of Georgia, Empire Blue Cross and Blue Shield, Amerigroup, Caremore, Unicare, Healthlink, and DeCare. Other Blue Cross and Blue Shield plans/brands are currently investigating this to see if the breach impacts their members. We are in contact with senior representatives at Anthem and will communicate any additional information to you as it becomes available. In the meantime, we have included some frequently asked questions that will help you answer questions from your employees and we have provided a sample communication for you to review for possible use in communicating with your employees and families.

EPIC is also reaching out to our other major insurance carrier partners to confirm the breach is limited to Anthem. Please contact your EPIC representative with additional questions or for more information.

FAQ Regarding the Anthem Data Breach

Was my information accessed?

Anthem is currently conducting an extensive IT forensic investigation to determine what members are impacted. Anthem will notify members who are impacted through a written communication.

What information was compromised?

Anthem's initial investigation indicates that the member data accessed included names, dates of birth, member health ID numbers/Social Security numbers, addresses, phone numbers, email addresses and employment information including income data.

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Do the people who accessed my information have my Social Security number?

Anthem's investigation to date indicates that the information accessed included Social Security numbers, street addresses, email addresses and employment information. Anthem is working to determine whose Social Security numbers were accessed.

Was there any diagnosis or treatment data exposed?

Anthem's investigation to date indicates there is no evidence that medical information, such as claims, test results, or diagnostic codes were targeted or compromised.

How can I sign up for credit monitoring services?

All impacted members will receive notice via mail, which will advise them of the protections being offered to them as well as any next steps.

When will I receive my letter in the mail?

Anthem will continue working to identify the members who are impacted. We expect the mailing of letters from Anthem to begin in the next two weeks.

My children are on my insurance plan, was their information also accessed?

Anthem is currently conducting an extensive IT forensic investigation to determine which members are impacted; however, adults and children were impacted.

Do the people who accessed my information know about my medical history?

Anthem's investigation to date indicates there was no diagnosis or treatment data exposed.

Do the people who accessed my information have my credit card numbers and banking information?

No, the investigation to date indicates that information accessed did not include credit card numbers, banking or other financial information.

Has anyone used my information yet?

Anthem is currently not aware of any fraud that has occurred as a result of this incident against its members.

Am I at risk for identity theft?

Anthem is currently conducting an extensive IT forensic investigation to determine which members are impacted. They are not aware of any fraud that has occurred as a result of this incident against its members, but all impacted members will be enrolled in identity repair services. In addition, impacted members will be provided information on how to enroll in free credit monitoring.

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Do I need a new member ID card and number?

Anthem will notify all who are impacted and provide further guidance on next steps, which may include a new member ID card and number.

How can I be sure my personal and health information is safe with Anthem, Inc.?

Anthem is currently analyzing how it protects its members' personal, financial and medical information. Anthem has contracted with Mandiant – a global company specializing in the investigation and resolution of cyber-attacks. Anthem will work with Mandiant to ensure there are no further vulnerabilities and work to strengthen security.

What is Anthem doing to help members potentially affected by this incident?

All impacted members will be enrolled in identity repair services. In addition, impacted members will be provided information on how to enroll in free credit monitoring.

Did this impact all lines of Anthem Business?

Yes, all product lines are impacted.

What Blue Cross Blue Shield plans/brands are impacted?

The impacted plans/brand include Anthem Blue Cross, Anthem Blue Cross and Blue Shield, Blue Cross and Blue Shield of Georgia, Empire Blue Cross and Blue Shield, Amerigroup, Caremore, Unicare, Healthlink, and DeCare. Other Blue Cross Blue Shield plans/brands that are not owned and operated by Anthem are currently investigating to see if the breach impacts their members but they do not appear impacted at this point.

Christopher Walker, Associate General Counsel and Director of Healthcare Compliance,
EPIC Employee Benefits.

For further information on this or any other topics, please contact your EPIC benefits consulting team.

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