



Information Announcement

Anthem, Inc. Security Breach How Anthem is Protecting You

February 18, 2015

Earlier this month, Anthem, Inc., the parent organization for Empire BlueCross and BlueShield, reported an extensive security breach of their member data. Current or former members of the Empire Plan and the NYSHIP Empire Blue Cross Blue Shield HMO may have been impacted. The information accessed may have included names, dates of birth, member IDs/Social Security numbers, home addresses, phone numbers, e-mail addresses and employment information.

Identity Protection Services

Anthem has arranged to have AllClear ID, a leading and trusted identity protection provider, offer identity protection services at any time during the next two (2) years at no cost to current or former members of an affected Anthem plan or other independent Blue Cross and Blue Shield plans (from 2004 on), as described below.

- AllClear SECURE: The team at 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. If a problem arises, call 1-877-263-7995 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 9:00 a.m. to 9:00 p.m. ET.
- AllClear PRO: This service offers additional layers of protection including credit monitoring. To use the PRO service, you will need to provide your personal information to AllClear ID. To learn more about these services, or to enroll, please visit <https://anthem.allclearid.com/>.

Anthem will be notifying all potentially impacted current and former members by U.S. Postal mail with the information provided above on how to enroll in free credit monitoring and identity protection services. Anthem has also established a dedicated website to access additional information, including frequently asked questions at <http://www.anthemfacts.com>. In addition, Anthem has a dedicated toll-free number that you can call with questions related to this incident. That number is 1-877-263-7995.

Fraud Prevention Tips

Anthem recommends that potentially impacted members remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports. Members should be aware of scam e-mail campaigns targeting current and former Anthem members. These scams, designed to capture personal information (known as "phishing") are designed to appear as if they are from Anthem and the e-mails include a "click here" link for credit monitoring. These e-mails are NOT from Anthem.

- Do not click on any links in e-mail.
- Do not reply to the e-mail or reach out to the senders in any way.
- Do not supply any information on the website that may open, if you have clicked on a link in the e-mail.
- Do not open any attachments that arrive with the e-mail.

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

If you have any questions regarding this security breach, or would like more information, please visit <http://www.anthemfacts.com>. If you have any questions regarding this announcement, please feel free to reach out to the BSC Human Resources at (518) 457-4272, Option 2.