



BlueCross BlueShield of Vermont

An Independent Licensee of the Blue Cross and Blue Shield Association.

Vermonters Affected By Anthem Security Breach

2/24/15

Blue Cross and Blue Shield of Vermont (BCBSVT) has confirmed that information related to about 23,000 of its members was within the Anthem, Inc. data base that was compromised recently in what has been described as a “very sophisticated criminal cyber attack.” Although Anthem and BCBSVT are independent, unrelated companies, the BCBSVT members who were affected most likely received health care services in one of the 14 states in which Anthem operates, and whose coverage for those services was administered through reciprocal agreements Anthem has with other BCBS plans. The data in connection with the BCBSVT members – which included about 5,400 members with coverage through BCBSVT’s affiliate company, CBA Blue -- was primarily personal information such as names, addresses and in some cases dates of birth.

In connection with 22 BCBSVT members whose information was within the data base, social security numbers may have been included. Blue Cross and Blue Shield of Vermont is contacting those members directly to inform them of Anthem’s security breach and the availability of support through free personal identity theft protection and credit monitoring services. All other affected members will be contacted by Anthem with information about the same support services.

Blue Cross and Blue Shield of Vermont places the highest priority on the protection of the personal and medical information of our members. BCBSVT President and CEO Don George said that the plan worked closely with Anthem after the cyber attack was discovered to analyze data and identify any Vermont members whose information may have been within the breached Anthem Information Technology system. With the completion of that process, Mr. George said, the company can now direct members to the support services available through Anthem.

“We take our members’ data very seriously and the disclosure of even one members’ information is extremely regrettable,” said Mr. George. “But we are confident that we are taking every possible step to identify our members who are affected by the breach of Anthem’s data base and to assure that they have access to the support services that are available to them.”

Anthem has confirmed that some Vermonters who do not receive their health care coverage through Blue Cross and Blue Shield of Vermont also were affected by the Information Technology system breach. Anthem said more than 48,000 Vermonters who work for employers in other states, and whose employers purchase their health care coverage directly from Anthem or from other Blue Cross and Blue Shield plans, had information within the data base that was compromised. These Vermonters also will receive direct notification and support from Anthem.

Anthem announced on February 5 that hackers gained unauthorized access to one of its Information Technology systems between December 10, 2014 and January 27, 2015. The data base included personal information involving millions of its members, dating back to 2004. Anthem has reported that no credit card, medical or banking information was compromised in this security breach. It also secured its systems against further unauthorized access, and the cyber attack is under investigation, both by the company and by the U.S. FBI.

In the meantime, the company has established an internet website with updated information for concerned members, including those from BCBSVT or other BCBS plans who may have received



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care in the Anthem states. The information can be obtained at <http://www.anthemfacts.com>. It includes instructions on how to access free personal identity protection and credit monitoring services, for as long as two years. Those services are available immediately.

BCBSVT members with concerns can seek information from Anthem or call BCBSVT for assistance at a special toll-free number BCBSVT has established for concerned members – 855-422-2788. Members who receive their coverage through CBA Blue may call 855-803-2242.

It is important to note that Blue Cross and Blue Shield of Vermont is a completely independent company, operated solely in Vermont. Once again, we place the highest priority on the protection of the personal and medical information of our members, and there has been no breach of our information systems here at BCBSVT.

The states in which Anthem operates include:

California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, (parts of) New York, Ohio, Virginia and Wisconsin.