



MASSACHUSETTS

P.O. Box 52430, Phoenix, AZ 85072-2430

March 2015

<Member Name>  
<Member Address 1>  
<Member Address 2>  
<City>, <State> <Zip>

Dear <First Name> <Last Name>:

You may have heard about the recent sophisticated cyber attack on Anthem, a health insurance company that is part of the Blue Cross and Blue Shield national system. Anthem has informed us that some of your information was accessed during the breach. The information includes: your first and last name; Social Security number, subscriber ID number; gender; city, state, and zip code; and date of birth. Your medical history, financial information, and credit card number were **not** accessed. We are sorry that the attack on Anthem has affected you.

### What will happen next?

- You will receive a letter from Anthem soon, which is your official notification. **Please keep the Anthem letter for your records.** Anthem will also send you a notification by email if we have your current email address on file.
- To help protect you, Anthem is offering two years of free credit monitoring and identity protection services. To learn more and sign up, please call **1-877-263-7995** or visit **[www.anthemfacts.com](http://www.anthemfacts.com)**.

### Why did Anthem have my personal information?

Blue Cross and Blue Shield of Massachusetts, in a joint arrangement with three other New England Blue plans including Anthem Blue Cross Blue Shield of Connecticut, contracts with the Federal Government to offer Medicare Part D prescription drug coverage, also known as Blue MedicareRx<sup>SM</sup> prescription drug plan. Anthem Blue Cross Blue Shield was the administrator of Blue MedicareRx from 2006 through 2008. This is why Anthem had your personal information in their system.

### Questions?

We take our responsibility to protect your information very seriously, and we are here to support you. If you have any questions, please call us at 1-888-543-4917, the number on the back of your card. TTY/TDD users should call 1-866-236-1069. We are available 24 hours a day, 7 days a week.

Sincerely,

Sheila Buckley  
Vice President  
Commercial Product Management and Medicare Markets

Blue Cross and Blue Shield of Massachusetts, Inc., is an Independent Licensee of the Blue Cross and Blue Shield Association.

Anthem Insurance Companies, Inc., Blue Cross and Blue Shield of Massachusetts, Inc., Blue Cross & Blue Shield of Rhode Island, and Blue Cross and Blue Shield of Vermont are the legal entities which have contracted as a joint enterprise with the Centers for Medicare & Medicaid Services (CMS) and are the risk-bearing entities for Blue MedicareRx (PDP) plans. The joint enterprise is a Medicare-approved Part D Sponsor. Enrollment in Blue MedicareRx (PDP) depends on contract renewal.

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