



Member Identity Protection Services

The identity protection of our members’ private information is our top priority. To provide you with optimal protection, we offer you identity protection services through Experian®, an industry leader in providing credit monitoring and identity theft protection services. This service is being provided to you, free of charge, for as long as you’re a Blue Cross member, but you’ll need to enroll annually.

Experian Identity Protection Services Include:

- **Credit monitoring**—an ongoing review of activity that may affect credit
- **Fraud detection**—the identification of potentially fraudulent use of your identity or credit
- **Credit and identity repair**—assistance in resolving issues of fraud that negatively impact your credit or identity

Your Options and How to Enroll

As a Blue Cross member, you and your family can enroll in two of Experian’s identity protection products:

Experian product	What does it provide?	Who is it for?	How to enroll
IdentityWorks SM Credit 1-Bureau	<ul style="list-style-type: none"> • Credit monitoring • Daily credit reports • Identity theft insurance • Identity restoration 	You and dependents over 18	1. Sign into bluecrossma.com/myblue and click Identity Protection under News & Updates .
IdentityWorks SM Minor Plus	<ul style="list-style-type: none"> • Internet surveillance of identity • Social security number tracking • Identity theft insurance • Identity restoration 	Dependents under 18	2. Follow the instructions on the page under How to Enroll to access the activation code and link to the Experian IdentityWorks enrollment website.

Note: To complete the enrollment process, you’ll need the date of birth and social security number for each individual you want to sign up.

Members in FEP, Medicare Advantage, and BlueMedicare RX plans aren’t eligible for this service.

Questions for Experian?

If you have question about the Experian IdentityWorks products or the enrollment process, please contact Experian at 1-866-926-9803. If you’d like to enroll over the phone with Experian, please log into MyBlue or call Member Service at the number on your ID card to obtain the engagement and activation codes. You’ll need to provide these codes to the Experian representative.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID Card (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: **711**).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: **711**).

