



April 2015

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Dear <First Name> <Last Name>,

Premera Blue Cross, a health insurance company that is part of the Blue Cross and Blue Shield national system has informed us that your information was accessed during a recent cyber-attack on their company. According to our records, you were also affected by the cyber attack on Anthem, another Blue Cross and Blue Shield company. We are very sorry that the attacks on Anthem and Premera have affected you.

Premera was unable to provide detailed information on exactly what was accessed, but it may include the following: name, Social Security number, address, member ID number, date of birth, email address, phone number, and medical claims information. Your financial information and credit card number were **not** accessed.

What you can do to help protect yourself

- You should receive a letter from Premera, which is your official notification. **Please keep the Premera letter for your records.**
- Premera is offering two years of free Experian[®] ProtectMyID[®] Alert credit monitoring and identity protection services. To learn more and sign up, please visit www.protectmyid.com/premera or call **1-888-451-6558** and provide engagement number: **PC92585**. Please note: The deadline to enroll is September 30, 2015.
- Please note: You may enroll in Experian's credit monitoring service even if you are already enrolled in another credit monitoring service.

Why did Premera have my personal information?

Because we are a Massachusetts-based health plan, we share information with other Blue Cross plans, including Premera, as necessary to enable our members to get care in other states. According to Premera, you lived in or received care in one of the states that they cover (Washington or Alaska) in the past 13 years. This is why Premera had your personal information.

Questions?

We take our responsibility to protect your information seriously, and are here to support you. If you have any questions, please call us at **1-888-407-6183**. If you have questions for Premera, you can call them at **1-800-768-5817** or go to www.premeraupdate.com.

Sincerely,

Lynn A. Bowman, Vice President, Member and Provider Service

ML-015G (4/15)