DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

February 13, 2015

Dear Fellow State Employees:

I told you in my last email that I would keep you posted when we received additional information about the recent Anthem data breach. While the Anthem database breach was discovered on January 29, 2015, Anthem believes that this breach may have occurred over several weeks beginning in early December 2014. Here is an update that I think is important to share with you.

Your current member ID card and number are still valid.

Anthem has contracted with AllClear ID to provide credit monitoring and identity theft repair services for **two years** at **NO COST** to Anthem members whose personal information was included in the breach:

SERVICE PROVIDER
AllClear ID
1-877-263-7995
Monday to Saturday, 9 a.m. to 9 p.m. Eastern Time

SERVICE PROVIDED	EMPLOYEE ACTION NEEDED
• **Identity Repair Assistance:** Covers any fraud that has occurred since the incident began. If fraud is experienced, an investigator will work to recover financial losses, restore the member's credit and identity.	**No.** Anthem auto-enrolled all members impacted by the breach. If fraud is detected, please contact the provider.
• **Credit Monitoring:** Alerts members when banks and creditors use their identity to open new credit accounts. • **Child Identity Protection:** Covers any children who are insured in an Anthem plan. • **Identity Theft Insurance:** Provides $1,000,000 per member in identity theft insurance. • **Identity Theft Monitoring/Fraud Detection:** Monitors data such as credit card numbers and social security numbers to look for any indication that member data has been compromised. • **Phone Alerts:** Alerts member when it appears the member's identity may be compromised.	**Yes.** Since additional information is required, members must contact the provider to activate the service. Personal consent is needed to have your credit monitored.

The Department of Human Resource Management regrets that your data was breached, and we want to do our best to help you protect your online personal and health care data from identity theft. You may want to consider these simple steps to help protect yourself:

- **Scams.** Do NOT click on links or open attachments in emails from those claiming to be from Anthem. Be careful about the personal information you provide online or over the phone. Scam artists are already at work, so please be alert. Discuss identity theft and online security with every member of your family.
- **Online Security.** Use strong passwords online and change them frequently. Use a different password for every online account or website. Do not share your passwords.
- **Credit Monitoring.** Monitor your banking and credit card accounts frequently, and set up an automatic activity alert to notify you if a new account or credit is requested. Place a free fraud alert on your credit reports by contacting one of the three major credit bureaus. Once you add a fraud alert to one, that company will notify the others.

Credit Bureau	Phone Number	Web Address	Address
Equifax	800-685-1111	equifax.com	PO Box 740241, Atlanta, GA 30374-0241
Experian	888-397-3742	experian.com	PO Box 9532, Allen, TX 75013
TransUnion	800-916-8800	transunion.com	PO Box 6790, Fullerton, CA 92834-6790

Request a free copy of your credit report online at www.annualcreditreport.com or by calling toll-free 1-877-322-8228.

- **Health Benefits.** Review every Explanation of Benefits (EOB) issued after provider visits. Be sure to check date of service, name of provider, and type of service received. Please contact Anthem if there are any discrepancies.

Please contact Anthem if you have questions about their data breach by calling Anthem's toll-free hotline at **1-877-263-7995** or visiting www.AnthemFacts.com (AnthemInforma.com in Spanish) for updates.

If you have other health benefits questions, send an email to the DHRM Office of Health Benefits at ohb@dhrm.virginia.gov or call 888-642-4414 or (804) 225-3642 in Richmond.

We will continue to monitor the situation and keep you informed as changes occur.

Sincerely,

Sara Redding Wilson

Director