



MASSACHUSETTS

February 2015



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Dear Valued Customer:

Earlier this month, Anthem[®] announced that it was the target of a sophisticated external cyber-attack and they continue to work closely with federal authorities in their investigation.

Anthem is a Blue Cross Blue Shield–affiliated company operating in California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia, and Wisconsin. Anthem has reported that Blue Cross Blue Shield of Massachusetts members who received care in these states within the past 10 years may have been impacted. Anthem is also evaluating the potential impact to members of Blue MedicareRxSM, a Medicare Part D plan that we offer jointly with Anthem.

We are carefully analyzing data provided by Anthem to understand the extent of the impact on our members. We will continue to communicate as we identify impacted members and their employers. Anthem reports that they will begin to notify affected members via email as early as this week, and will begin sending affected member letters in the weeks to follow. To view copies of these notifications, visit www.bluecrossma.com/anthem-notices.

If you have any impacted employees, we will send you a letter with further details. We will continue to provide you with timely updates and we are here to answer your questions to the best of our ability. In the meantime, please find below resources available to any Blue Cross Blue Shield members seeking information regarding the attack, and the support services available to them.

Support for Our Members

While only some of our members have been impacted, any concerned members can visit www.anthemfacts.com to learn how to enroll in two years of free credit monitoring and identity theft repair services. Members do not have to wait to receive a notification letter from Anthem to access these services and can enroll at any time during the 24-month coverage period. (Full details are available on the website.)

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Members who do not have access to the Internet or who prefer telephone service may call **877-263-7995** for assistance. Phone lines will be open Monday through Saturday, 9:00 a.m. to 8:00 p.m. ET. Spanish-speaking members may access information at **www.antheminforma.com** or receive assistance in Spanish at **877-263-7995**.

We thank you for your patience and understanding as we work through this with Anthem.

Sincerely,

A handwritten signature in black ink that reads "Tim O'Brien".

Timothy J. O'Brien
Senior Vice President
Sales & Marketing