



BlueCross. BlueShield.

Illinois • Montana • New Mexico
Oklahoma • Texas

March 4, 2020

REDACTED

Re: **NOTICE OF DATA BREACH
PLEASE READ CAREFULLY**

Dear REDACTED

Blue Cross and Blue Shield of Montana (BCBSMT) is providing this letter because of your past or current health insurance coverage with BCBSMT. It is being sent to provide you with specific details about a recent incident involving your Protected Health Information (PHI) as required under the law.

What Happened? On January 15, 2020 we became aware that your PHI may have been viewed by another member between December 12, 2019 and January 24, 2019.

What Information Was Involved? The information that may have been viewed includes your name, address, subscriber number, date of birth, telephone number, email address, claim number (DCN), Medical service information, group number and drug name. We have investigated the incident and determined that due to a system processing error, your claim information may have been viewed on Blue Access for Members (BAM) by another member

What We Are Doing In order to minimize any harm, the BAM account was suspended. In addition, the system error was identified. Management has been informed of the issue and is working with internal staff to correct the problem to prevent disclosures of this nature from occurring in the future

What You Can Do. BCBSMT takes the confidentiality of our members' data very seriously and we regret that this incident occurred. We have no reason to believe that anyone has accessed or misused your information. However, we want to make you aware of steps you may take to guard against identity theft or fraud. If you receive or access explanation of benefits statements (EOBs) from BCBSMT, we recommend that you regularly review these statements. If you see any service that you did not receive, please call us at the number found on the statement or on your member identification (ID) card. If you do not receive or access EOBs, contact your provider or plan and request that they send you a statement following the provision of any services under your name and ID number.

For More Information. If you believe that your PHI has been misused or have any questions regarding this letter, please call the toll-free number listed on your member ID card. A representative is available to assist you.

Sincerely,

Privacy Office
Blue Cross and Blue Shield of Montana

Equifax
1-800-525-6285
www.equifax.com

Experian
1-888-397-3742
www.experian.com

TransUnion
1-800-680-7289
www.transunion.com

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Blue Cross and Blue Shield of Oklahoma, Blue Cross and Blue Shield of Texas

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