



P.O. Box 68085  
Cincinnati, OH 45206-8085  
BN# 1328

<Date>

<First Name> <Last Name>

<Address 1>

<Address 2>

<City>, <State> <ZIP>

## Notice of data breach

Dear <First Name> <Last Name>:

We want to let you know about a recent event involving your information.

<b>What happened?</b>	On January 15, 2019, we learned that our former vendor, LCP Transportation (“LCP”), experienced a security incident involving unauthorized access to one of their employee’s email accounts between July and September 2018. LCP launched an investigation with the assistance of a computer forensic firm and promptly took steps to disable and secure the email account. LCP was unable to rule out the possibility that your data was involved.
<b>What information was involved?</b>	Your name, Anthem ID number, address, date of birth, date of service and diagnosis may have been in the impacted email box.  This information is called your personal information or your protected health information (PHI). It tells others about you and is part of your identity.
<b>What are we doing?</b>	We: <ul style="list-style-type: none"><li>• Looked into what caused this issue.</li><li>• Confirmed that LCP contacted law enforcement.</li><li>• Are seeking assurance that LCP is taking steps to enhance its information security program to reduce the risk of this happening again.</li><li>• Are evaluating opportunities to reinforce and enhance existing policies and protocols.</li><li>• Are committed to protecting the privacy and security of your information.</li></ul>
Ways we’ll protect you.	<b>Credit and identity theft monitoring and repair services</b> We’ve arranged to have AllClear ID protect your identity for one year from the date of this letter — at no cost to you. You can use these services:

	<ul style="list-style-type: none"> <li>• <b>AllClear Identity Repair:</b> You don't have to sign up for this service. If you need help due to identity theft, call <b>1-855-904-5737</b> and a dedicated investigator will work with you to help you get your money back, restore your credit and make sure your identity is returned to the way it was before.</li> <li>• <b>AllClear Fraud Alerts, Credit Monitoring, and Identity Theft Monitoring:</b> With this service, you get extra protection, such as the ability to set, renew, and remove one-year fraud alerts, credit monitoring, identity theft monitoring, and ChildScan (if a minor's information was affected). You must enroll in this service.</li> </ul> <p>To learn more or to enroll, visit <b>enroll.allclearid.com</b> using this redemption code: <b>&lt;Redemption Code&gt;</b>. You'll need to give your personal information to AllClear ID. You can enroll in AllClear Fraud Alerts, Credit Monitoring, and Identity Theft Monitoring anytime during the one-year coverage period. This service will end one year from the date of this letter.</p> <p>If you have questions about AllClear ID and what's covered, call them at <b>1-855-904-5737</b> Monday through Saturday, 9 a.m. to 9 p.m. Eastern time.</p>
<b>What you can do.</b>	<p>We have no reason to believe that someone will misuse your information because of what happened. But if you notice anything in your health records or explanation of benefits (EOBs) that doesn't look right, please tell us right away by calling the phone number on your ID card.</p>
<b>Learn more.</b>	<p>We regret this happened. Call Member Services at 1-866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan), 1-844-284-1797 (Hoosier Care Connect); 1-844-533-2021 (Medicare SNP), 1-866-649-2033 (Medicare Supplemental), 1-855-251-8827 (IN MedBlue Plus), 1-855-558-1438 (IN MediBlue Access); TTY 711, if you need help.</p> <p>See the next pages for how to:</p> <ul style="list-style-type: none"> <li>• Order a copy of your credit report.</li> <li>• Learn how to prevent identity theft.</li> <li>• Get help in your language.</li> </ul>

Wishing you the best of health,

Privacy Coordinator  
Anthem

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Enclosures: Get help in another language  
Nondiscrimination Notice

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**Other important information**

<p><b>Even if you don't sign up for credit monitoring.</b></p>	<p>It is good practice to:</p> <ul style="list-style-type: none"> <li>• Check your account statements. Report anything that doesn't look right.</li> <li>• Get your free annual credit report from one or more of the national credit reporting companies:                             <ul style="list-style-type: none"> <li>○ Online at <b>annualcreditreport.com</b></li> <li>○ Call <b>1-877-322-8228</b></li> <li>○ Mail an <i>Annual Credit Report Request</i> form (forms are at <b>annualcreditreport.com</b>) to: Annual Credit Report Request Service P.O. Box 105281 Atlanta, GA 30348-5281 or</li> <li>○ Using the contact information below for Equifax, Experian, and/or Transunion.</li> </ul> </li> </ul>
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**Get a copy of your credit report from one or more of the following national credit reporting companies:**

<p><b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374-0241 1-800-685-1111 equifax.com</p>	<p><b>Experian</b> P.O. Box 9532 Allen, TX 75013 1-888-397-3742 experian.com</p>	<p><b>Transunion</b> P.O. Box 2000 Chester, PA 19022 1-800-916-8800 transunion.com</p>
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<p><b>Learn more about ways to prevent identity theft.</b></p> <p>Identity theft is when someone uses your personal information without your permission to commit fraud or other crimes.</p>	<p><b>1. Visit the Federal Trade Commission website at <a href="http://ftc.gov">ftc.gov</a>, call 1-877-ID-THEFT (438-4338) or write to this address:</b> Federal Trade Commission 600 Pennsylvania Avenue NW Washington, DC 20580</p> <p><b>2. Review this state specific information to contact or visit your state regulator's website for consumer protection:</b></p> <p><b>In Maryland:</b> Visit the Maryland Office of the Attorney General website at <a href="http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx">www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx</a> or call <b>1-888-743-0023</b>.</p> <p>Write to this address: Identify Theft Unit Maryland Office of the Attorney General 200 St Paul Place 16<sup>th</sup> Floor Baltimore, MD 21202</p>
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**In North Carolina:**

Visit the North Carolina Attorney General’s Office website at [www.ncconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html](http://www.ncconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html) or call **1-877-566-7226**.

Write to this address:

North Carolina Attorney General’s Office  
Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27602

**In Rhode Island:**

Victims of identity theft have the right to get a police report from their local law enforcement agency. You may also file a police report if you believe you were the victim of criminal activity. You may also contact the Rhode Island Attorney General:

Office of the State of Rhode Island Attorney General  
150 South Main Street  
Providence, RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

**In other states, including Connecticut and Massachusetts:**

Victims of identity theft have the right to get a police report from their local law enforcement agency. You may also file a police report if you believe you were the victim of criminal activity. See below to learn more about other ways to protect yourself.

**3. Ask for a credit (security) freeze or fraud alert.**

**Fraud Alert**

A fraud alert is a temporary (90-day) alert that can make it more difficult for someone to get credit in your name. This alert tells creditors to follow certain procedures to protect you, but may delay you from getting credit. You may place a fraud alert in your file by calling one of the three national credit reporting companies. When that bureau processes your fraud alert, it will tell the other two bureaus to place a fraud alert in your file.

**Credit (security) freeze**

A credit or security freeze is when you ask a credit reporting company to block others from looking at your credit report. This can make it harder for identity thieves to open new accounts in your name.

## To freeze your credit

Contact one or more of the national credit reporting companies.

<b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 <a href="http://freeze.equifax.com">freeze.equifax.com</a>	<b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://experian.com/freeze/center.html">experian.com/freeze/center.html</a>	<b>TransUnion LLC</b> P.O. Box 2000 Chester, PA 19016 1-800-916-8800 <a href="http://freeze.transunion.com">freeze.transunion.com</a>
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***And provide the following upon request (enlarging copies if needed):***

- Your full name with middle initial and generation (e.g., Jr. or II)
- Address (and prior addresses if you have been at your address for less than two years)
- Date of birth
- Social Security number
- Fee, if required (\$5 in MA and up to \$10 in RI and NM)
- Proof of where you live (For example, a recent utility bill, bank or insurance statement. Do not send credit card bills, voided checks, lease agreements, magazine subscriptions or postal service forwarding orders as proof.)
- Copy of photo ID (a driver's license, state or military ID card, etc.)

## Paying for a credit freeze

Sometimes, there may be a fee for starting a credit freeze which can differ by state. Please contact the credit reporting company for the fees for your state.

Your state may waive the fee for a credit freeze in certain cases like if you are a victim of identity theft. When placing a freeze, please check with the credit reporting companies to see if you can get a fee waiver. You may need to pay separate fees for placing, lifting and removing credit freezes.

If you're paying by credit card, you may be asked to provide:

- 1) Name of the person as it appears on the credit card
- 2) Type of credit card (American Express, MasterCard, VISA, or Discover Card)
- 3) Complete account number
- 4) Expiration date (month and year)
- 5) For American Express, the four-digit card ID number (on front of card above the account number), OR for MasterCard, VISA, or Discover Card, the three-digit card ID number (on back of card at the end of the account number)

Anthem Blue Cross and Blue Shield is an HMO DSNP plan with a Medicare contract and a contract with the Indiana Medicaid program. Enrollment in Anthem Blue Cross and Blue Shield depends on contract renewal. Anthem Blue Cross and Blue Shield is an LPPO plan with a Medicare contract. Enrollment in Anthem Blue Cross and Blue Shield depends on contract renewal.

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