



February 13, 2015

Re: Data Incident at Anthem Inc.

This update is intended for all employers that have been insured by Blue Cross Blue Shield of Massachusetts in the last 10 years. As you may know, last week, Anthem® announced that it was the target of a very sophisticated external cyber-attack and will continue to work closely with federal authorities throughout their investigation. They have reported that member names, member health ID numbers, dates of birth, addresses, telephone numbers, email addresses, and employment information, including income data, were accessed, as well as, some members' Social Security Numbers. Since then, Anthem has been analyzing their data to understand the impact to members and has secured a best-in-class vendor to provide identity protection services to members as quickly as possible.

We are sharing this information with you because Blue Cross Blue Shield of Massachusetts (who, along with Anthem, utilizes the national Blue Card PPO network of providers) has informed us that their members who received care in California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia, or Wisconsin within the past 10 years may be impacted. Anthem is also assessing the potential impact to members of Blue MedicareRxSM, a Medicare Part D plan that Blue Cross Blue Shield of Massachusetts offers jointly with Anthem.

Whether you currently have an Anthem or Blue Cross Blue Shield of Massachusetts health plan or your employees were enrolled in such a plan over the past 10 years, we highly recommend you share this information with them so they are fully informed about the potential impact and what resources are available to them.

Starting at 2:00 p.m. EST on Friday, February 13, 2015, concerned members can visit [www.AnthemFacts.com](http://www.AnthemFacts.com) to learn how to enroll in two years of free credit monitoring and identity theft repair services provided by a leading and trusted identity protection vendor. Members do not have to wait to receive a notification letter to access these services starting February 13, 2015. In the coming weeks, Anthem will mail letters to any impacted Blue Cross Blue Shield of Massachusetts members.

Additionally, Anthem has created a hotline, 1-877-263-7995, along with the website listed above, that has more information, including Frequently Asked Questions (FAQs) to further explain the cyber-attack and the steps Anthem is taking to address the matter. Among other helpful information, these FAQs identify the brands and plans impacted. We encourage you to review these resources and monitor events as they unfold.

We are in regular contact with Anthem and Blue Cross Blue Shield of Massachusetts to monitor the situation. As always, Marsh & McLennan Agency is here to help you with any concerns stemming from this incident.

Warm Regards,

A handwritten signature in black ink, appearing to read "Jim Blue".

**Jim Blue**, Chief Executive Officer  
Marsh & McLennan Agency | New England