



Anthem Blue Cross Blue Shield  
P.O. Box 68085  
Cincinnati, OH 45206-8085  
BN0404

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<ZIP>>



BN0404  
Anthem Blue Cross  
P.O. Box 68085  
Columbus, OH 45206-8085

Tracking # 1018903

Date: October 29, 2021

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<ZIP>>

## Notice of data breach

Dear <<First Name>> <<Last Name>>:

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

### What happened?

We learned on August 16, 2021 that a physical break in occurred at an Anthem vendor's office on August 3, 2021. The vendor, known as The Foundation for Medical Care of Tulare & Kings Counties, Inc, (the "Foundation"), processes paper claims that are submitted from health care providers or members to the Foundation. The unknown intruder stole an external back up drive that was used to scan the paper claims and written correspondence which may have included information about you. The Foundation reported this incident to the City of Merced Police Department immediately. We determined on October 11, 2021 that you may have been impacted by this incident. Therefore, we wanted to notify you out of an abundance of caution.

### What information was involved?

Information included on any claim you may have submitted: First and last name, Healthcare Identification number, address, date of birth, Provider Name, procedure and diagnosis code and claim charges, as well as information you may have included in other written correspondence with the Foundation.

### What are we doing?

We've made every effort to find out what caused this issue and are taking steps to reduce the risk of this happening again. We're committed to protecting the privacy and security of your protected health information (PHI).

### Credit and identity theft monitoring and repair services

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: [enter date] (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/plus>
- Provide your activation code: <<Activation Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by [enter date]. Be prepared to provide engagement number [enter engagement #] as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your 12-MONTH EXPERIAN IDENTITYWORKS Membership:

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

#### **What you can do**

We have no reason to believe that someone will misuse your health care data 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.

#### **For more information**

We regret this happened and we want you to know we're here for you. If you have questions or need our help, just call the Member Services number on your ID card.

*See the next pages for how to order a copy of your credit report, learn how to prevent identity theft and get help in your language.*

Wishing you the best of health,

Privacy Professional  
Anthem Blue Cross

## Other important information

Even if you don't feel the need to sign up for the credit monitoring service, we suggest that you check statements from your accounts, and from time to time, get your credit report from one or more of the national credit reporting companies. You may get a free copy of your credit report in these ways:

- Online at **annualcreditreport.com**.
- Call **1-877-322-8228**.
- Mail an *Annual Credit Report Request* form (forms are at **annualcreditreport.com**) to:  
Annual Credit Report Request Service  
P.O. Box 105281  
Atlanta, GA 30348-5281

**You also may get a copy of your credit report from one or more of these three national credit reporting companies:**

<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374-0241 800-685-1111 equifax.com	<b>Experian</b> P.O. Box 9532 Allen, TX 75013 888-397-3742 experian.com	<b>Transunion</b> P.O. Box 2000 Chester, PA 19022 800-916-8800 transunion.com
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## You can learn how to prevent identity theft in these three ways

1. **Visit the Federal Trade Commission website at [ftc.gov](http://ftc.gov), call 1-877-ID-THEFT (438-4338) or write to this address:**  
Federal Trade Commission  
600 Pennsylvania Avenue NW  
Washington, DC 20580

2. **Contact or visit your state's regulator website for consumer protection:**

### **In Maryland:**

Visit the Maryland Office of the Attorney General website at [www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx](http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx) or call **1-888-743-0023**.

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

### **In New York:**

Visit the New York Attorney General's Office website at [ag.ny.gov](http://ag.ny.gov) or call 1-800-771-7755.

Write to this address:

Office of the Attorney General  
The Capitol  
Albany, NY 12224-0341

### **In North Carolina:**

Visit the North Carolina Attorney General's Office website at [www.nconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html](http://www.nconsumer.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 other states, including Connecticut, Massachusetts and Rhode Island:**

While this incident may not be the result of reported criminal activity and, unless otherwise noted, no police report was prepared, 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.

In Rhode Island, 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  
401-274-4400  
www.riag.ri.gov

**In New Mexico:**

You have rights under the Fair Credit Reporting and Identity Security Act. Information regarding these rights is available at [ftc.gov](http://ftc.gov).

**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 makes it harder for identity thieves to open new accounts in your name.

To place a security freeze with one or more of the three national credit reporting companies, please contact the company and give the information as noted below:

<p><b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 <a href="http://equifax.com/personal/credit-report-services/">equifax.com/personal/credit-report-services/</a></p>	<p><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></p>	<p><b>TransUnion LLC</b> P.O. Box 2000 Chester, PA 19016 1-888-909-8872 <a href="http://freeze.transunion.com">freeze.transunion.com</a></p>
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**The following information must be provided when placing a credit freeze:**

1. Name (with middle initial)
2. Current address (and if you recently moved, your address history for past two years)
3. Date of birth
4. Social Security number
5. Proof of present address (such as a utility bill, bank or insurance statement)
6. Copy of government issued ID card