



<Date>

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

**Notice of data breach**  
 Tracking number: 1020172

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

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

<b>What happened?</b>	On 10/15/2021, Anthem learned information on your member portal account may have been accessed without your permission on 10/01/2021-10/14/2021.
<b>What information was involved?</b>	Your name, date of birth, address, email address, phone number, and healthcare identification number, along with other information available on the web portal.  This information is called your personal information or 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>• Are taking steps to reduce the risk of this happening again.</li> <li>• Temporarily shut down the portal account.</li> </ul> You will need to re-register your member portal account.
<b>Other important information</b>	<b>Credit and identity theft monitoring and repair services</b> To help protect your identity, we are offering a complimentary one-year membership of Experian® 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:  <b>Ensure that you enroll by: 10/31/2022</b> (Your code will not work after this date.)  Visit the Experian IdentityWorks website to enroll: <a href="http://experianidworks.com/plus">experianidworks.com/plus</a>

	<p><b>Provide your activation code: &lt;&lt;Credit Monitoring code&gt;&gt;</b></p> <p>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 877-890-9332 by 10/31/2022. Be prepared to provide engagement number <b>B020458</b> as proof of eligibility for the identity restoration services by Experian.</p> <p><b>Additional details regarding your 12-month Experian IdentityWorks Membership:</b></p> <p>A credit card is not required for enrollment in Experian IdentityWorks.</p> <p>You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:</p> <p><b>Experian credit report at signup:</b> See what information is associated with your credit file. Daily credit reports are available for online members only.</p> <p><b>Credit Monitoring:</b> Actively monitors Experian file for indicators of fraud.</p> <p><b>Internet Surveillance:</b> Technology searches the web, chat rooms &amp; bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.</p> <p><b>Identity Restoration:</b> Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.</p> <p><b>Experian IdentityWorks ExtendCARE™:</b> You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.</p> <p><b>Up to \$1 Million Identity Theft Insurance:</b> Provides coverage for certain costs and unauthorized electronic fund transfers.</p>
<p><b>What you can do</b></p>	<p>We have no reason to believe that someone will misuse your information because of what happened. However, if you notice anything in your health records or explanation of benefits (EOBs) that does not look right; please tell us right away by calling the Customer Care Center Monday through Friday from 7 a.m. to 7 p.m. toll-free at 800-407-4627 (TTY 711), or 888-285-7801 (TTY 711) for members in Los Angeles.</p>
<p><b>For more Information</b></p>	<p>We regret this happened. Call the Customer Care Center Monday through Friday from 7 a.m. to 7 p.m. toll-free at 800-407-4627 (TTY 711), or 888-285-7801 (TTY 711) for members in Los Angeles if you need our help. You also may call the Department of Health Care Services Ombudsman Office at 888-452-8609 Monday through Friday, 8 a.m. to 5 p.m., excluding holidays.</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> </ul>

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|  | <ul style="list-style-type: none"><li>• Get help in your language.</li></ul> |
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Wishing you the best of health,

Privacy Coordinator  
Anthem

Enclosures: Nondiscrimination notice  
Language assistance sheet

**[anthem.com/ca/medi-cal](https://www.anthem.com/ca/medi-cal)**

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## 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 toll-free **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 toll-free 877-ID-THEFT (438-4338), or write to this address:**

Federal Trade Commission  
600 Pennsylvania Ave. 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 [marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx](http://marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx) or call toll-free **888-743-0023**.

Write to this address:

Identify Theft Unit  
Maryland Office of the Attorney General  
200 St. Paul Place  
16th 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 toll-free 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 [ncconsumer.org/lawyer/north-carolina-attorney-general.html](http://ncconsumer.org/lawyer/north-carolina-attorney-general.html) or call toll-free **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 S. Main St.  
Providence, RI 02903  
401-274-4400  
[riag.ri.gov](http://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).

**In Virginia:**

Visit the Virginia Attorney General's Office website at [oag.state.va.us/consumer-protection](http://oag.state.va.us/consumer-protection) or call toll-free **800-552-9963**.

Write to this address:  
Office of the Attorney General of Virginia  
Consumer Protection Section  
202 N. 9th St.  
Richmond, VA 23219

**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 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:

<b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 800-685-1111 equifax.com/personal/credit-report-services	<b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013 888-397-3742 experian.com/freeze/center.html	<b>TransUnion LLC</b> P.O. Box 2000 Chester, PA 19016 888-909-8872 freeze.transunion.com
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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