



PO Box 68085
 Cincinnati, OH 45206-8085
 BN1001

<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.

What happened?	On August 5, 2022, Anthem learned that on May 7, 2022, an unauthorized person gained access to data from Choice Health, a vendor who we do business with, and downloaded a file that contained your PHI.
What information was involved?	Your name, social security number, and health plan carrier name were impacted. Your address, date of birth, phone number, email address, Medicare ID number, Medicaid ID number may also have been impacted. This information is called your personal information or protected health information (PHI). It tells others about you and is part of your identity.
What are we doing?	We: <ul style="list-style-type: none"> • Looked into what caused this issue • Are taking steps to reduce the risk of this happening again • Are committed to protecting the privacy and security of your information • The vendor has enhanced their security measures and confirmed your information is no longer accessible to unauthorized parties.
Ways we'll protect you	Credit and identity theft monitoring and repair services To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorks SM . This product provides you with superior identity detection and resolution of identity theft. To

	<p>activate your membership and start monitoring your personal information please follow the steps below:</p> <p>Ensure that you enroll by: [enrollment end date] (Your code will not work after this date.)</p> <p>Visit the Experian IdentityWorks website to enroll: https://www.experianidworks.com/plus</p> <p>Provide your activation code: <code></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 1-877-890-9332 by [enrollment end date]. Be prepared to provide engagement number [engagement #] as proof of eligibility for the identity restoration services by Experian.</p> <p>Additional details regarding your 24-month Experian IdentityWorks Membership:</p> <p>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:</p> <p>Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.</p> <p>Credit Monitoring: Actively monitors Experian file for indicators of fraud.</p> <p>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.</p> <p>Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.</p> <p>Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.</p> <p>Up to \$1 Million Identity Theft Insurance: Provides coverage for certain costs and unauthorized electronic fund transfers.</p>
<p>What you can do</p>	<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>

Learn more	<p>We regret this happened. Call the Member Services number on your ID card if you need our help.</p> <p>See the next pages for how to:</p> <ul style="list-style-type: none">• Order a copy of your credit report.• Learn how to prevent identity theft. <p>Get help in your language.</p>
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Wishing you the best of health,

Privacy Coordinator
Anthem Blue Cross

Enclosures: Language assistance sheet
Nondiscrimination notice

www.anthem.com/ca/medi-cal

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While limited information about you was involved, here are some general tips to always keep in mind:

<p>What else can I do?</p>	<p>You can:</p> <ul style="list-style-type: none"> • Check your account statements. Report anything that doesn't look right. • Get your free annual credit report from one or more of the national credit reporting companies: <ul style="list-style-type: none"> ○ Online at annualcreditreport.com. ○ Call 1-877-322-8228. ○ Mail an <i>Annual Credit Report Request</i> form (forms are at annualcreditreport.com) to: Annual Credit Report Request Service P.O. Box 105281 Atlanta, GA 30348-5281
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Get a copy of your credit report from one or more of the following national credit reporting companies:

<p>Equifax P.O. Box 740241 Atlanta, GA 30374-0241 1-800-685-1111 equifax.com</p>	<p>Experian P.O. Box 9532 Allen, TX 75013 1-888-397-3742 experian.com</p>	<p>Transunion P.O. Box 2000 Chester, PA 19022 1-800-916-8800 transunion.com</p>
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<p>Learn more about ways to prevent identity theft</p> <p>Identity theft is when someone uses your personal information without your permission to commit fraud or other crimes.</p>	<ol style="list-style-type: none"> 1. Visit the Federal Trade Commission website at 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. Review this state specific information to contact or visit your state regulator's website for consumer protection: While this incident was not the result of criminal activity and 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. See below to learn more about other ways to protect yourself. 3. Ask for a credit (security) freeze or fraud alert. <p>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</p>
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	<p>companies. When that bureau processes your fraud alert, it will tell the other two bureaus to place a fraud alert in your file.</p> <p>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.</p>
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To freeze your credit

Contact one or more of the national credit reporting companies.

<p>Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 freeze.equifax.com</p>	<p>Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 experian.com/freeze/center.html</p>	<p>TransUnion LLC P.O. Box 2000 Chester, PA 19016 1-888-909-8872 freeze.transunion.com</p>
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<p><i>And include the following (enlarging copies if needed):</i></p> <ul style="list-style-type: none"> • 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 2 years) • Date of birth • Social Security number • Fee, if required • 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, please include:

- 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).