

Federal Employee Program
1310 G Street, N.W., Ste. 900
Washington, DC 20005
www.fepblue.org



<Member Name>
<Address>
<City, State Zip>

Dear Member:

I am writing to let you know of an incident involving a system upgrade implemented by a Blue Cross Blue Shield Association Service Benefit Plan vendor that involved limited information about you.¹

We recently learned that a programming change made by the vendor on September 28, 2019 to update the fepblue™ mobile app inadvertently altered some permission functionalities in error. As a result, in certain circumstances, adult members on your FEP® policy contract were able to see your summary claims information on the fepblue mobile app between September 28, 2019 and October 22, 2019, even though permission to view that information had not been granted affirmatively and requested confidential communications measures were in place. When we learned of this issue on October 22, 2019, we turned off the mobile app's claims viewing feature that same day to investigate and remediate the issue. *Importantly, we are not able to confirm whether any of your summary claims information was actually viewed by your adult family members and are providing this notice to you out of an abundance of caution.* To date, we are not aware of any misuse or further disclosure of the information accessible because of this incident.

The information accessible through the fepblue mobile app includes one year of summary information for your medical and pharmacy claims. Medical claims information which was accessible on the fepblue mobile app included your first and last name, address, health insurance ID number, claim/account number, date of service and provider name, despite confidential communication measures being in place. If you also had pharmacy claims in the past year, the summary information accessible on the fepblue mobile app also included the pharmacy name, numeric code and name of prescribed drug, dosage amount and other drug dispensing information (such as date filled, charges and amount owed). *Social Security Numbers, dates of birth, credit card information, and financial information are not accessible via the fepblue mobile app and were not implicated in this incident in any way.* Further, the fepblue mobile app does not include or link to your medical records, test results or diagnosis information. At this time, we are not aware of specific steps you should take to protect yourself as a result of this incident, including because your Social Security Number, credit card information and financial information were not involved. If you have a specific concern, however, please reach out to the call center number (listed below) so we can further discuss with you.

We have taken appropriate steps to correct the issue. If you have any questions about this matter or would like additional information, please call the FEP National Information Center toll free at 1-800-411-BLUE (2583). This call center is open Monday through Friday, 8 a.m. until 8 p.m. Eastern Standard Time, excluding weekends and holidays.

¹ This notice is being sent by the Blue Cross Blue Shield Service Benefit Plan (also known as BCBS Federal Employee Program) on behalf of the independent Blue Cross and/or Blue Shield Companies that administer the Federal Employee Program ("FEP") in their individual locations. The specific name of the Blue Cross and/or Blue Shield Plan to which your FEP membership is assigned is listed on the back of your insurance ID card.

MBR7478 (12/19)

We regret that this vendor incident has occurred. We take the privacy of your personal information seriously and have implemented steps to prevent a similar recurrence in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. A. Breskin', written over a faint horizontal line.

William A. Breskin
Senior Vice President, Government Programs