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## IMPORTANT NOTICE

### Identity Theft/Credit Monitoring Services Offered by Anthem Blue Cross

Recently, Anthem Blue Cross notified LAPRA that the personal information of its customers and employees was the subject of a "very sophisticated external cyber-attack." Hackers were able to breach a database that contained millions of records of current and former customers (dating back to 2004). The information accessed included names, Social Security Numbers, birth dates, addresses, email, Health Care ID numbers and employment information. Over the next several weeks, Anthem will be individually communicating with its membership by U.S. Postal mail.

Last week, Anthem announced that it would make Identity Theft/Credit Monitoring services available to current and former Anthem members dating back to 2004. Anthem has arranged to have AllClear ID protect the identity of its members for two (2) years at no cost to the member. The following identity protection services are included:

#### Automatic Enrollment

- **Identity Repair Assistance:** If a member experiences fraud, an investigator will do the work to recover financial losses, restore the member's credit, and ensure the member's identity is returned to its proper condition. This assistance will cover any fraud that has occurred since the incident first began.

#### Enrollment Required

The following services require a member to actively enroll because the member must provide his/her personal information and consent to have their credit monitored. Members can enroll at any time during the 2-year coverage period.

- **Credit Monitoring:** Credit monitoring alerts consumers when banks and creditors use their identity to open new credit accounts for members who enroll in this service.
- **Child Identity Protection:** Child-specific identity protection services will also be offered to any members with children insured through their Anthem plan.
- **Identity Theft Insurance:** For members who enroll in this service, the company has arranged for \$1,000,000 in identity theft insurance, where allowed by law.
- **Identity Theft Monitoring:** For members who enroll in this service, data such as credit card numbers, Social Security Numbers and emails will be scanned against aggregated data sources maintained by top security researchers that contain stolen and compromised individual data, in order to look for any indication that the member's data has been compromised.
- **Phone Alerts:** Individuals who register for this service and provide their contact information will receive an alert when there is a notification from a credit bureau, or when it appears from identity theft monitoring activities that the individual's identity may be compromised.

## How to Enroll

Members can enroll at any time during the 2-year coverage period and can learn how to sign up at [www.AnthemFacts.com](http://www.AnthemFacts.com). Members who do not have access to the Internet may call 877-263-7995 for assistance.

Members who have provided an e-mail address to Anthem and have opted in to receiving communications may receive an e-mail directing them to visit [AnthemFacts.com](http://AnthemFacts.com) to sign up for services. This email, sent due to state notification requirements, will not ask for personal information and will not contain a link to any websites other than [AnthemFacts.com](http://AnthemFacts.com).

Phone lines will be open 9 a.m. to 9 p.m. ET Monday to Saturday. Spanish-speaking members may access information at [AnthemInforma.com](http://AnthemInforma.com), or receive assistance in Spanish at 877-263-7995.

For additional information, visit [Anthem.allclearid.com/faqs](http://Anthem.allclearid.com/faqs).