

<Name
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March 2015

Important information about the Anthem data breach

Dear Highmark Member:

Anthem, Inc., a Blue Cross Blue Shield plan that offers health care coverage in a number of states, recently had a large data breach.

While Highmark is not directly affiliated with Anthem, we work with Anthem on certain aspects of your health care coverage. Some of our members who received health care services in the past 10 years in any of the areas that Anthem's Blue Cross Blue Shield companies serve may have been affected by this cyber-attack.

That's because 37 independent, locally operated companies across the United States, including Anthem and Highmark, form the Blue Cross Blue Shield system. This enables Blue Cross Blue Shield members to get the high-quality, affordable health care they need wherever they are.

Please consider enrolling in free protection services

You or a family member may have received medical services at some time in an Anthem service area.* Because of this, you will likely receive a letter from Anthem. This letter will tell you about the breach. It will also explain that you and/or your affected family members are eligible for free credit monitoring and identity theft protection services.

Although we don't believe that Social Security numbers were affected, they could have been. Anthem has arranged for credit monitoring and identity protection services. You will be receiving a letter from Anthem with instructions on how to register for those services. Follow the directions outlined in the letter.

(Over, please)

NOTE: If more than one member on your Highmark health care coverage was affected, you may receive multiple letters from Anthem. Also, it could take some time for Anthem to get the communication to you.

Our pledge to customers

Highmark systems were not affected by this breach. Also, please be assured that Highmark works hard to protect our members' confidential information. For example, since 2003, we have moved away from using Social Security numbers. Instead, we use something called "Unique Member Identifiers."

While no company can ever claim 100 percent protection, our security controls are designed to prevent breaches, detect threats and respond immediately to any concerns.

We regret that this happened and the inconvenience it has caused. We are getting this information to you as quickly as we could. Unfortunately, because this was a major incident, it took time for Anthem to get all of the information to us.

Again, we strongly encourage you or your affected family member(s) to enroll in Anthem's credit monitoring and identity theft protection services. We will continue to work with Anthem to learn more. And, as we do, we'll provide you with updates. You can also call Member Service at the toll-free number on your Highmark member ID card if you have additional questions.

Sincerely,

A handwritten signature in black ink that reads "Deborah L. Rice-Johnson". The signature is written in a cursive, flowing style.

Deborah Rice-Johnson
President
Highmark Health Plan
Highmark Inc.

*Members who received care during the last 10 years in the Anthem service area may have been affected. The Anthem service area includes California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia and Wisconsin.