

Good afternoon,

On December 23, 2021, RRD's internal threat monitoring tools identified anomalous activity on their network. The company tool's identified additional anomalous activity in associated infrastructure layers as well as beaconing activity consistent with a malware attach. The company initiated its incident response plan which included shutting down its internal network access, including production environments, to limit the threat actor's access and ability to exfiltrate more data. Through use of third-party e-discovery vendor, RRD determined that Anthem members had their data impacted in the incident.

RRD worked to investigate, remediate, and restore the affected systems as well as ensuring all backup data was clean. This effort occurred from December 23, 2021, to January 14, 2022. On January 14, 2022, Anthem Health Plans of New Hampshire, Inc. received satisfactory assurances from RRD regarding the privacy and security of its systems. Coordination between Anthem Health Plans of New Hampshire, Inc and RRD was then initiated to restore system-to system communications which completed on January 18, 2022.

On 7/11/2022, RRD performed a quality control review of the data and found additional impacted files containing PHI belonging to Anthem Health Plans of New Hampshire, Inc.

RRD did not suffer a second intrusion; these files were part of the same event from 11/29/21-12/23/2021. RRD identified these additional files as they conducted a quality control to close out their files. **This is when the NH resident was discovered.**

Background on this vendor:

RRD is a commercial printing and fulfillment company, and serves as a print vendor for Anthem Health Plans of New Hampshire, Inc. and subsidiaries.

Consumer notification date: 09/27/2022

Total (including NH residents) - 26

NH State Residents: 1

Please let me know if you have any questions.

Thank you,



Lisa Smith Arthurton

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INOPW

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BN0406
Anthem Blue Cross Blue Shield
Po Box 68085
Cincinnati, OH 45206-8085

Tracking # 1030194

<<Date>>

Name
Address
City, State Zip

Notice of data breach

Dear [Name]:

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

What happened?

We learned on December 23, 2021, that a vendor of Anthem experienced a ransomware attack which was detected by the vendor on December 23, 2021. As a result of this incident your protected health information may have been accessed and viewed without your permission. Due to the complexity of the ransomware attack, the vendor was not able to definitively determine the impacted members until July 11, 2022.

What information was involved?

Your first and last name, date of birth, address, healthcare ID number or "HCID", medication name and determination information.

What are we doing?

We have made every effort to find out what caused this issue and are taking steps to reduce the risk of this happening again. We are committed to protecting the privacy and security of your protected health information (PHI).

Credit and identity theft monitoring and repair services

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM. 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:

- Ensure that you enroll by: [Date] (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your activation code:

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 [Number] as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your 12-MONTH EXPERIAN IDENTITYWORKS Membership:

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:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.

- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do

We have no reason to believe that someone will misuse your health care data 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.

For more information

We regret this happened and we want you to know we're here for you. If you have questions or need our help, just call the Member Services number on your ID card.

See the next pages for how to order a copy of your credit report, learn how to prevent identity theft and get help in your language.

Wishing you the best of health,

Privacy Professional
Anthem Blue Cross Blue Shield

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 **1-877-322-8228**.
- 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:

Equifax P.O. Box 740241 Atlanta, GA 30374-0241 800-685-1111 equifax.com	Experian P.O. Box 9532 Allen, TX 75013 888-397-3742 experian.com	Transunion 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, call 1-877-ID-THEFT (438-4338) or write to this address:**
Federal Trade Commission
600 Pennsylvania Avenue 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 www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx or call **1-888-743-0023**.

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 or call 1-800-771-7755.

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 www.nconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html or call **1-877-566-7226**.

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 South Main Street
Providence, RI 02903
401-274-4400
www.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.

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 makes 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:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 equifax.com/personal/credit-report-services/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 experian.com/freeze/center.html	TransUnion LLC P.O. Box 2000 Chester, PA 19016 1-888-909-8872 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