PO Box 68085

Cincinnati, OH 45206-8085

BN1001

<Date>

<First Name> <Last Name>

<Address 1>

<City>, <State> <ZIP>

**Notice of data breach**

Tracking number: 1029354

Dear <First Name> <Last Name>:

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

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| **What happened?** | On August 5, 2022, Anthem MaineHealth learned an unauthorized person was offering to make data available which was allegedly taken from Choice Health, a vendor who we do business with, on or around May 7, 2022. |
| **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:   * 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® 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:** [enrollment end date] (Your code will notwork after this date.)  Visit the Experian IdentityWorks website to enroll: experianidworks.com/plus  **Provide your activation code: <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 877-890-9332 by [enrollment end date]. Be prepared to provide an engagement number [engagement #] as proof of eligibility for the identity restoration services by Experian.  **Additional details regarding your 24-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 ExtendCARETM:** 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 to protect yourself** | **We sent you this letter just to tell you what took place. You do not have to do anything. We have no reason to believe someone will use your medical information as a result of what took place. But, should you notice any changes to your medical records you did not know about, please tell us so we can take proper steps to help fix it.**  **If you would like to know more about how to protect your identity, you can call the Federal Trade Commission (FTC) at 1-877-438-4338. The FTC can tell you what you need to do to protect yourself against identity theft. You also can learn more on the FTC website at https://www.consumer.ftc.gov/topics/identity-theft.**  **Or write to the FTC at:**  **Consumer Response Center**  **Federal Trade Commission**  **600 Pennsylvania Ave. NW, H-130**  **Washington, DC 20580** |
| **Learn more** | We regret this happened. Call the Member Services number on your ID card if you need our help. |

Wishing you the best of health,

Privacy Coordinator

Enclosure: Language help

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

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| **What else can I do?** | You can:   * 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: * 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 |

**Get a copy of your credit report from one or more of the following national credit reporting companies:**

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| **Equifax**  P.O. Box 740241  Atlanta, GA 30374-0241  1-800-685-1111  equifax.com | **Experian**  P.O. Box 9532  Allen, TX 75013  1-888-397-3742  experian.com | **Transunion**  P.O. Box 2000  Chester, PA 19022  1-800-916-8800  transunion.com |

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| **Learn more about ways to prevent identity theft**  Identity theft is when someone uses your personal information without your permission to commit fraud or other crimes. | 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   1. **Review this state specific information to contact or visit your state regulator’s website for consumer protection:**   **In Maryland:**  Visit the Maryland Office of the Attorney General website at [www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx](http://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 North Carolina:**   1. Visit the North Carolina Attorney General’s Office website at [www.ncconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html](http://www.ncconsumer.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 Rhode Island:**  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. 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 other states, including Connecticut and Massachusetts:**  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.   1. **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 make it harder for identity thieves to open new accounts in your name. |

**To freeze your credit**

Contact one or more of the national credit reporting companies.

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| **Equifax Security Freeze**  P.O. Box 105788  Atlanta, GA 30348  1-800-685-1111  [freeze.equifax.com](https://www.freeze.equifax.com/) | **Experian Security Freeze**  P.O. Box 9554  Allen, TX 75013  1-888-397-3742  [experian.com/freeze/center.html](https://www.experian.com/freeze/center.html) | **TransUnion LLC**  P.O. Box 2000  Chester, PA 19016  1-888-909-8872 [freeze.transunion.com](https://freeze.transunion.com) |

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| ***And include the following (enlarging copies if needed):***   * 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 ($5 in MA and up to $10 in RI and NM) * 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).

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| **Do you need free help with this letter?**  **If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you**  **about other help that’s available.** |
| **Spanish: Español**  ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-600-4441 (TRS: 711). |
| **ک وردی Kurdish:**  ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆڕایی، بۆ تۆ بەردەستە. پەیوەندی بە  1-800-600-4441 (TRS: 711).بکە |
| **ربيةﻟﻌا Arabic:**  وظةﺣﻟﻣ: اذا مﺗﺗﻛﻟ ةﻟﻟﻐا ربيةﻟﻌا اتﻣدﺧ دةﻋاﻟﻣﺳا ویةﻟﻟﻐا رةﻓوﻣﺗ كﻟ اﻧجاﻣ. اتصل مﻗبر: 1-800-600-4441 مﻗر فﺗاﻫ صمﻟا و مﻟﺑﻛا 711) (TRS: |
| **Chinese: 繁體中文**  注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-600-4441  (TRS: 711)。 |
| **Vietnamese: Tiếng Việt**  CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số  1-800-600-4441 (TRS: 711). |
| **Korean: 한국어**  주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  1-800-600-4441 (TRS: 711) 번으로 전화해 주십시오. |
| **French: Français**  ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés  gratuitement. Appelez le 1-800-600-4441 (TRS: 711). |
| **Amharic:** አማርኛ  ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-600-4441 (መስማት ለተሳናቸው:TRS: 711). |
| **Gujarati: ગજુ રાતી**  **સચુ ના: જો તમે ગજુ રાતી બોલતા હો, તો નન:શલ્ુ ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો** 1-800-600-4441 (TRS: 711). |
| **Laotian: ພາສາລາວ**  ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-800-600-4441 (TRS: 711). |
| **German: Deutsch**  ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-600-4441 (TRS: 711). |
| **Tagalog: Tagalog**  PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-600-4441 (TRS: 711). |
| **Hindi: ह दिं ी**  ध्यान द:ें यदद आप ह दिं ी बोलते हैं तो आपके ललए मुफ्त में भाषा सहायता सेवाएं उपलब्ध ह।ैं 1-800-600-4441 (TRS: 711) पर कॉल करें। |
| **Serbo-Croatian: Srpsko-hrvatski**  OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.  Nazovite 1-800-600-4441 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711). |

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| **ussian: Русский**  ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-600-4441 (телетайп: TRS: 711). |
| **Nepali: नेपाली**  ध्यान दिनुहोस:् तपार्इंले नेपाली बोल्नुहुन्छ भने तपार्इंको ननम्तत भाषा सहायता सेवाहरू ननिःशुल्क रूपमा उपलब्ध छ । फोन गनुहु ोस ् 1-800-600-4441 (दिदिवार्इ: TRS: 711). |
| **ف ار سی Persian:**  **توجه**: اگر به زبان فارسی گفتگو می کنید، تسهیالت زبانی بصورت رایگان برای شما فراهم می باشد. با  .بگيرید تماس 1-800-600-4441 (TRS: 711) |

* Do you need help talking with us or reading what we send you?
* Do you have a disability and need help getting care or taking part in one of our programs or services?
* Or do you have more questions about your health care? Call us for free at 1-800-600-4441. We can connect you with the free help or service you need. (For TRS call: 711.)