

Brief Notes

News for
Brokers and Consultants

February 13, 2015 Vol. 24 No. 1024

Three Penn Plaza East, Newark, NJ 07105-2200

Applies to: All Markets

Anthem Cyber Attack Update

As you know, Anthem Inc. announced that it was a victim of a cyber attack. The attackers gained unauthorized access to Anthem's Information Technology (IT) system and obtained personal information relating to consumers who were or are currently covered by Anthem. The attack is being investigated by Anthem in collaboration with the FBI.

Q1. What is the scope of the cyber attack on Anthem?

A1. Anthem states that over 80 million records were accessed and that the data impacted spans a period of the past 10 years.

Q2. Does Anthem own Horizon Blue Cross Blue Shield of New Jersey?

A2. No. Anthem and Horizon Blue Cross Blue Shield of New Jersey are separate, independently operated companies. The Blue Cross Blue Shield system is made up of 37 independent, locally operated companies across the U.S.

Q3. Are Horizon BCBSNJ members impacted by the Anthem cyber attack?

A3. Some Horizon BCBSNJ members were impacted by the cyber attack into Anthem's IT system because they live in or received health care services in areas that Anthem services.

Thirty-seven independent companies operate in various locations across the United States and Puerto Rico to form the Blue Cross and Blue Shield network. This network enables members to receive the same health insurance benefits for any medical care they may need while living or traveling within the coverage areas of any other Blue Cross and/or Blue Shield company.

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Horizon Blue Cross Blue Shield of New Jersey

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In those instances, the member's medical claim is sent, on their behalf, from the Blue Cross and/or Blue Shield company that received it to the local Blue Cross and/or Blue Shield company that maintains the member's health care plan. This process ensures that the member's claim is processed based on their personal benefit plan, while receiving the discounts agreed upon between the provider and the Blue Cross and/or Blue Shield company that received it while the member was living or traveling outside of the Blue Cross and/or Blue Shield company's coverage area.

Therefore, if a member received care in any of the Anthem locations (listed below) within the past 10 years, the member's claims experience may have been retained in Anthem's database.

Anthem operates in some parts of or all of the following states: California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia and Wisconsin.

Q4. When will members know if they have been impacted?

A4. Anthem will notify members by U.S. Mail if they are impacted by the cyber attack. Anthem will provide credit monitoring and identity protection services free of charge for two years so that those who have been affected can have peace of mind. Details about these services will be included in the letter from Anthem to anyone affected, and information will also be available on Friday, February 13, 2015 at 2 p.m. Eastern Standard Time on the Anthem website, **AnthemFacts.com**.

Q5. How can members sign up for credit monitoring/identity protection services?

A5. On Friday, February 13, 2015 at 2 p.m. Eastern Standard Time, current and former Blue Cross and/or Blue Shield members whose information was affected can learn how to enroll for these services at **AnthemFacts.com**. Current and former members can enroll prior to receiving a mailed notification from Anthem, which will be sent in the coming weeks.

Q6. What is Horizon BCBSNJ doing to protect its members from a similar attack?

A6. Information security is a top priority at Horizon BCBSNJ, and in the wake of the Anthem cyber attack, Horizon BCBSNJ used the information provided by Anthem and by the National Healthcare Information Sharing and Analysis Center (NH-ISAC) to conduct an extensive review of our systems. To date, Horizon BCBSNJ has detected nothing which indicates data theft from its systems. The Company diligently monitors for threats to its systems and sensitive information, and has deployed leading security measures to do so.

More specifically, Horizon BCBSNJ has deployed and continually monitors:

- Encryption to all desktops and laptops
- Antivirus deployed to all desktops and laptops
- Forensics capability deployed to all desktops and laptops
- Endpoint device protection to geo-locate devices and renders such devices unusable, if necessary
- Data Loss Prevention (DLP) tools deployed to all desktops/laptops and at chokepoints in its network
- Advanced firewall and intrusion detection/prevention solutions throughout its network
- Security Incident and Event Monitoring capabilities which are actively monitored and mined

Additionally, Horizon BCBSNJ is an active and vocal participant in the security threat intelligence community and collaborates with national health care payers, providers, pharmacy companies and others to continually detect and respond to cyber threats. Finally, Horizon BCBSNJ continuously revises and improves its security program based on lessons learned from its proactive penetration testing and tabletop incident management exercises.

If you have questions, please contact your Horizon BCBSNJ sales executive or account manager.