

## Anthem Data Breach – Questions and Answers

### **How do I know if I was affected by the Anthem data breach?**

Anthem will notify current and former members whose information may have been compromised. In coming weeks, Anthem will send individual letters by email and through the U. S. Postal Service.

### **If my information was compromised, what protection is Anthem offering me?**

Anthem will provide credit monitoring and identity protection services. You will receive notice via email or the U. S. Postal Service advising you of the protections being offered.

### **Will Anthem continue to process my claims?**

Yes, Anthem will continue to process claims and issue payments. You will continue to receive claims statements (Explanation of Benefits) for review to ensure accuracy in billing.

### **Where do I go for more information?**

Anthem has created a dedicated website ([www.AnthemFacts.com](http://www.AnthemFacts.com)) where members can access information such as frequently asked questions and answers.

### **Can I call a toll-free number for information?**

Yes. Anthem has a dedicated toll-free number for current and former members to call for any questions related to this incident. The toll-free number is: 1-877-263-7995.

### **Is Anthem doing everything that can be done to protect my information from now on?**

As soon as Anthem discovered the attack, it immediately began working to close the security vulnerability and contacted the FBI. Anthem has retained Mandiant – a highly regarded cybersecurity firm – and is working with the government to investigate the incident and strengthen the security of its systems.