

Employee Frequently Asked Questions

Was my information accessed?

Anthem is currently conducting an extensive IT forensic investigation to determine what members are impacted. The Anthem teams are working around the clock to determine how many people have been impacted and will notify all Anthem members who are impacted through a written communication.

What information was compromised?

Anthem's Initial investigation indicates that the member data accessed included names, dates of birth, member health ID numbers, Social Security numbers, addresses, telephone numbers, and email addresses.

Was there any diagnosis or treatment data exposed?

No. Anthem's investigation to date indicates there is no evidence that medical information, such as claims, test results, or diagnostic codes were targeted or compromised.

Was my credit card information accessed?

No. Anthem's investigation to date indicates there is no evidence that credit card information was compromised.

Do the people who accessed my information have my Social Security number?

Yes, in some cases. Anthem is working to determine whose Social Security numbers were accessed.

How can I sign up for credit monitoring services?

All impacted members will receive notice via mail which will advise them of the protections being offered to them as well as any next steps.

When will I receive my letter in the mail?

Anthem is working to identify the members who are impacted, and expects to mail letters beginning in the next two weeks.

My children are on my insurance plan, was their information also accessed?

Yes. Anthem is currently conducting an extensive IT forensic investigation to determine which members are impacted; however, adults and children were impacted.

Do the people who accessed my information know about my medical history?

No. Anthem's investigation to date indicates there was no diagnosis or treatment data exposed.

Do the people who accessed my information have my credit card numbers and banking information?

No. The investigation to date indicates that information accessed did not include credit card numbers, banking or other financial information.

Has anyone used my information yet?

Anthem is not aware of any fraud that has occurred as a result of this incident against its members.

Am I at risk for identity theft?

Anthem is currently conducting an extensive IT forensic investigation to determine which members are impacted. Anthem is not aware of any fraud that has occurred as a result of this incident against its members, but all impacted members will be enrolled in identity repair services. In addition, impacted members will be provided information on how to enroll in free credit monitoring.

Do I need a new member ID card and number?

Anthem will provide further guidance on next steps and we will let you know.

What is Anthem doing to make my data safe?

Anthem has contracted with Mandiant – a global company specializing in the investigation and resolution of cyber attacks. Anthem will work with Mandiant to ensure there are no further vulnerabilities and work to strengthen security.

What is Anthem doing to help members potentially affected by this incident?

All impacted members will be enrolled in identity repair services. In addition, impacted members will be provided information on how to enroll in free credit monitoring.

Where is the data now? And who can access my information?

Evidence indicates that the data was uploaded to an external file sharing service. This file sharing service has locked down the account and data so that it cannot be copied, accessed or removed. Anthem and the FBI are working with the file sharing service to access the data and further secure it.