

# THE LOCAL CHOICE E-NEWS

## Department of Human Resource Management State and Local Health Benefits Programs

*February 20, 2015*

### **Anthem Email Breach Notification Required by State Law**

There have been questions regarding an email Anthem has sent to plan members who opted to receive electronic communications from Anthem. Anthem had told us that they would only communicate by letter, not electronically by e-mail. Now Anthem has learned that it is required to send these emails because of state breach notification requirements.

The email is coming from "Anthem, Inc." with a subject line of "Important Message from Anthem, Inc." It directs members to visit [www.AnthemFacts.com](http://www.AnthemFacts.com) to sign up for credit monitoring and other protection services.

The email does not ask for personal information and will not link to any other websites except [www.AnthemFacts.com](http://www.AnthemFacts.com), the official website giving updates on the Anthem cyberattack. A sample email is at <http://communique.agencies.virginia.gov/Various/Anthememail22015.pdf>.

Please stress to your employees that:

- This email is sent in addition to a letter members will receive via the U.S. Postal Service. All members will receive the letter whether or not they got the email communication.
- No enrollment is required to receive AllClear ID identity repair assistance.
- Members can sign up for other services, including credit monitoring and identity theft insurance, by visiting the [www.AnthemFacts.com](http://www.AnthemFacts.com) website and clicking on <https://anthem.allclearid.com/> or, if they do not have web access, by calling **877-263-7995**.
- More information about these services and instructions for enrolling may be found at [www.AnthemFacts.com](http://www.AnthemFacts.com)

If you receive questions from retiree group members, direct them to the official site or hotline for additional information.

This situation continues to change, sometimes daily. We apologize for any confusion. Thank you for your patience.