



April 2015

Important Information about the Premera Cyber-Attack

Dear Valued Member:

You may have heard or seen recent news reports that health insurer Premera, Inc. discovered cyber-attackers gained unauthorized access to its IT (information technology) systems. We are writing to let you know that after analysis by both Premera and Independence Blue Cross (Independence) we believe that your name, address, telephone number, date of birth, member identification number, Social Security number if it is part of your member identification number or patient identifier, email address if you provided it to Premera, and claims information, including clinical information, may have been accessed in that cyber-attack. We want to explain why your data was accessed and what services are available to help protect you.

Premera is an independent Blue Cross and Blue Shield licensed company. It is not part of Independence, but, like Independence, is one of the 37 locally operated Blue Cross Blue Shield companies across the United States. Premera had your information in its IT systems because you received health care services, or had lab results processed, during the last 12 years in one of the areas Premera serves: Alaska and Washington.

Premera has sent, or will soon send, you a letter that explains what has happened. The letter outlines what steps Premera is taking to help protect you, such as two years of free credit protection and identity theft repair for members whose information was exposed. The letter also includes information on accessing the services. More information about the free credit protection can be found at premeraupdate.com.

Please be assured our systems at Independence were not part of the Premera cyber-attack and were not affected. We take privacy concerns very seriously and are committed to protecting your personal information.

We encourage you to look for and read the Premera letter, then take advantage of the free services they are providing to you.

As always, thank you for your valued business.

Sincerely,

Efram Silberstein
Vice President, Audit, Compliance & Privacy Officer

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