



Frequently Asked Questions*

Learn more about the cyber attack against Anthem

Was my information accessed?

Anthem is currently conducting an extensive IT Forensic Investigation to determine what members are impacted. We 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 has been compromised?

Initial investigation indicates that the member data accessed included names, dates of birth, member ID/ social security numbers, addresses, phone numbers, email addresses and employment information.

Who is responsible for this cyber attack or breach?

Anthem is working closely with federal law enforcement investigators. At this time, no one person or entity has been identified as the attacker.

When will I receive my letter in the mail?

We continue working to identify the members who are impacted. We will begin to mail letters to impacted members in the coming weeks.

How can I sign up for credit monitoring/identity protection 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.

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

No - our investigation to date indicates there was no diagnosis or treatment data exposed.

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

No, our current investigation shows the information accessed did not include credit card numbers.

Did this impact all lines of Anthem Business?

Yes, all product lines are impacted.

Is my (plan/brand) impacted?

The impacted (plan/brand) include Anthem Blue Cross, Anthem Blue Cross and Blue Shield, Blue Cross and Blue Shield of Georgia, Empire Blue Cross and Blue Shield, Amerigroup, Caremore, Unicare, Healthlink, and DeCare.

How can I be sure my personal and health information is safe with Anthem, Inc.?

Anthem is doing everything it can to ensure there is no further vulnerability to its database warehouses. Anthem has contracted with a global company specializing in the investigation and resolution of cyber attacks. We will work with this company to reduce the risk of any further vulnerabilities and work to strengthen security.

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