



**BlueCross BlueShield
of Texas**

As you may have heard in media reports, Excellus BlueCross BlueShield (Excellus BCBS) publicly disclosed that unauthorized users gained access to systems that store member information. Excellus BCBS is taking this issue very seriously and is working with the FBI on investigating the attack. Blue Cross and Blue Shield of Texas (BCBSTX) is neither owned nor operated by Excellus BCBS. Excellus BCBS is a separate company that operates in upstate New York. BCBSTX works with Excellus BCBS to administer certain aspects of your health care benefit; you may have received health care services in Excellus BCBS' service area, which is why your information was in their system.

The privacy and security of our member's information is a top priority at BCBSTX. We continue to safeguard your personal information through robust privacy and security measures.

The following is the substitute notice that Excellus BCBS provided to BCBSTX for members that were affected by this incident.

Dear Member,

On August 5, 2015, Excellus BlueCross BlueShield learned that cyberattackers had executed a sophisticated attack to gain unauthorized access to our Information Technology (IT) systems. Our investigation further revealed that the initial attack occurred on December 23, 2013. As part of our own investigation, we notified the FBI and are coordinating with the Bureau's investigation into this attack.

We worked closely with Mandiant, one of the world's leading cybersecurity firms, to conduct our investigation and to remediate the issues created by the attack on our IT systems. We are taking additional actions to strengthen and enhance the security of our IT systems moving forward.

Our investigation determined that the attackers may have gained unauthorized access to individuals' information, which could include name, date of birth, Social Security number, mailing address, telephone number, member identification number, financial account information and claims information. This incident also affected members of other Blue Cross Blue Shield plans who sought treatment in the 31 county upstate New York service area of Excellus BCBS. Individuals who do business with us and provided us with their financial account information or Social Security number are also affected.

The investigation has not determined that any such data was removed from our systems. We also have no evidence to date that such data has been used inappropriately.

We recognize this issue can be frustrating and we are taking steps to protect you. We are beginning to mail letters to affected individuals today, September 9. We are providing two years of free identity theft protection services through Kroll, a global leader in risk mitigation and response solutions, including credit monitoring powered by TransUnion, to affected individuals.

We also have established a dedicated call center for affected individuals to contact with any questions. Individuals who believe they are affected by this incident but who have not received a letter by November 9,

are encouraged to call 1-877-589-3331, Monday through Friday, between 8:00 a.m. and 8:00 p.m. Eastern Time (closed on U.S. observed holidays).

We sincerely regret the frustration and concern this incident may cause. We want you to know that protecting your information is incredibly important to us, as is helping you through this situation with the information and support you need.

We're happy to provide our letters, at no cost, in Spanish, Tagalog, Chinese, Navajo, or Braille.

- **Español:** Para asistencia en Español, por favor llame al numero ubicado en la parte posterior de su tarjeta de identificación.
- **Tagalog:** Upang humingi ng tulong sa Tagalog, paki tawagan ang numero na nakasulat sa inyong kard.
- **中文:** 如果需要中文幫助，請撥打您卡上的電話號碼。
- **Dine:** Dinék'ehjí áka'a'doowoo I biniiyé, t'áá shóqdi koji' hodiílnih béesh bee hane'í bi numbo bee née ho'dólzínigíí biniiyé nanitinigíí bine'déé' bikáá'