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Press Release

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Alaska Begins Market Conduct Examination of Premera

The Alaska Division of Insurance is participating in a multi-state market conduct examination of Premera Blue Cross (Premera). Insurance regulators use market conduct exams to investigate whether an insurer has complied with insurance laws on the distribution of insurance products and the settlement of claims. Led by the State of Washington, Alaska and Oregon may also be joined on the exam team by other states impacted by Premera's national provider network.

"The Alaska Division of Insurance takes the privacy of insurance consumers very seriously," said Lori Wing-Heier, director of the Division of Insurance. "Alaskans should be assured that we will use all available resources to ensure that consumers are protected."

Market conduct exams typically include an investigation of an insurer's financial books, records, transactions, and activities in the marketplace. The participating states will contract with a cybersecurity firm to examine aspects of the data breach including why the system was vulnerable to attack and how the company has responded. Depending on complexity of the exam, it could take several months to more than a year to complete. The final market conduct report will be released to the public and will be available on the Division of Insurance website (insurance.alaska.gov).

While Premera has found no evidence that any fraudulent activity against policyholders has occurred as a result of the breach, the cyberattack compromised the personal information of as many as 700,000 Alaskans. Consumers who believe they may be affected by the Premera security breach can find information about protecting their identity at www.premeraupdate.com.

Alaska's Division of Insurance, along with the Division of Banking and Securities; the Division of Corporations, Business and Professional Licensing; the Alcoholic Beverage Control Board; and the Regulatory Commission of Alaska, are tasked with protecting consumers in Alaska. For additional information about the Department of Commerce, Community and Economic Development and its agencies, please visit commerce.alaska.gov.

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