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## **Premera Cyberattack FAQ**

### **What Happened?**

On January 29, 2015, Premera discovered that cyberattackers had executed a sophisticated attack to gain unauthorized access to their Information Technology (IT) systems. Premera's investigation further revealed that the initial attack occurred on May 5, 2014. They worked closely with Mandiant, one of the world's leading cybersecurity firms, to conduct our investigation and to remove the infection created by the attack on their IT systems.

Premera's investigation determined that the attackers may have gained unauthorized access to your information, which could include your name, address, telephone number, date of birth, Social Security number, member identification number, bank account information, email address if provided to us, and claims information, including clinical information. The investigation has not determined that any such data was removed from their systems. Premera also has no evidence to date that such data has been used inappropriately.

### **What is Premera Doing to Protect You?**

Premera is providing protection and assistance to those affected by this cyberattack, including two years of free credit monitoring and identity theft protection services.

Specifically, they are providing a free, two-year membership in Experian's® ProtectMyID® Alert to help detect possible misuse of your personal information and provide you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Due to privacy laws, Premera is not able to enroll you directly.

Premera also recommends that you regularly review the Explanation of Benefits (EOB) statements Premera sends you. If you identify medical services listed on your EOB that you did not receive, please contact us immediately.

### **Where Can You Get More Information on This Issue?**

You have two options to obtain more information, online or via phone. You can visit <http://www.premeraupdate.com> for more information. Or call 1-800-768-5817, Monday through Friday, 5:00 a.m. to 8:00 p.m. Pacific Time (closed on U.S. observed holidays). TTY/TDD users should call 1-877-283-6562.

Premera will be contacting those affected by the cybersecurity breach via letter. You may receive scam emails designed to capture personal information (known as "phishing") which suggest they are offering free credit monitoring. These emails are NOT from Anthem. If you receive such an email you should follow these steps to safeguard your personal information:

- DO NOT click on any links in the email.
- DO NOT reply to the email or reach out to the senders in any way.
- DO NOT supply any information on any website that may open if you click on an email link.
- DO NOT open any attachments that arrive with the email.