



FREQUENTLY ASKED QUESTIONS

Is Blue Shield of California part of this? Has the personal data of Blue Shield customers been compromised?

Anthem Blue Cross is separate and independent from Blue Shield of California. We understand that Anthem is currently conducting an investigation to determine the impact and scope. As part of that investigation, Anthem will determine what member information from other Blue Plans was within Anthem's systems and accessed as part of the Anthem cyber-attack.

Why would Anthem have Blue Shield of California member information?

Blue Cross and Blue Shield Plans across the country work together through the BlueCard program to provide access to care for members who live or travel to other Plans' service areas. This includes the sharing of claims data when members access care in another state.

Is it possible that any members accessing care through BlueCard were exposed as part of this cyber-attack?

We understand that Anthem is currently conducting an investigation to determine what members are impacted.

Are Federal Employee Program members affected?

Blue Plans across the country work together to administer the Federal Employee Program (FEP). We understand that Anthem is conducting an investigation to determine what members are impacted, and we will let you know when we have more information.

How many Blue Shield of California members are potentially affected?

It is too soon to tell if any Blue Shield of California member records were accessed as part of the Anthem cyber-attack.

Which Anthem plans were affected by this data cyber-attack?

Impacted plans 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.

Some media reports say that Anthem Blue Cross Blue Shield plans are offered in California. Is this an error?

Yes. In California, our organization has the exclusive use of the Blue Shield brand and we operate separately as Blue Shield of California. Anthem has the exclusive use of the Blue Cross brand in California and has elected to operate separately as Anthem Blue Cross of California.

How do you know that Blue Shield of California’s systems were not affected?

We continually assess and monitor the security of our IT systems and employ advanced and up-to-date security measures.

Has Blue Shield of California had any recent cyber-attacks?

For the protection of our members and employees, we do not comment on details of our security measures. We continually assess and monitor the security of our IT systems and employ advanced and up-to-date security measures.

How does Blue Shield of California protect member data?

For the protection of our members, we cannot disclose details of our data security practices, but we take seriously our responsibility to keep personal health information secure.

How would Blue Shield of California notify customers and members if you were cyber-attacked?

We will work with the Blue Cross and Blue Shield Association and Anthem to determine how any notifications will occur.