



BLUE CROSS

P.O. Box 327
Seattle, WA 98111

October 8, 2009

Dear [Provider Name]:

All Blue Cross Blue Shield plans share in-network provider information with the Blue Cross and Blue Shield Association (BCBSA) as a benefit for members in all states and jurisdictions represented by a BCBSA plan.

The BCBSA has informed Premera that the association experienced an unauthorized transfer of provider data, which included name, address, tax identification and National Provider Identifier (NPI). A BCBSA employee transferred unencrypted provider data information onto a personal laptop, in violation of the BCBSA's established data security policies, and that laptop was stolen.

Because your tax ID and your Social Security number match, the BCBSA has arranged to offer you free credit monitoring, including identity theft insurance, for one year, provided by ConsumerInfo.com, Inc., an Experian® company.

ConsumerInfo.com's credit monitoring membership, Triple AlertSM, can be activated by visiting <http://partner.consumerinfo.com/bcbs> and entering in the activation code [Experian Code]. If you also are a contracted provider with Regence, you will be receiving a letter from them with the same activation code. You may also enroll by contacting Experian's Customer Care representatives at 1-866-252-0121. **Enrollment must be made by December 31, 2009, and runs for one year from the date of your enrollment.**

Your complimentary 12-month Triple AlertSM membership includes:

- Daily monitoring and timely alerts of key changes to your credit reports—so you will be notified of activities such as notification on new inquiries, newly opened accounts, delinquencies, public records or address changes
- Toll-free access to a dedicated team of Fraud Resolution Representatives who will help you resolve problems associated with credit fraud or identity theft; contact credit grantors to dispute charges, close accounts if need be, compile documents; and contact all relevant government agencies
- \$25,000 in identity theft insurance coverage (\$10,000 for New York state residents) with zero deductible provided by Virginia Surety Company, Inc. for eligible identity theft expenses (coverage is not available in US overseas Commonwealths or Territories).

If you have questions about Triple AlertSM, or you suspect or have identified fraudulent or unauthorized activity, please contact Experian's Customer Care at 1-866-252-0121. If you have other questions regarding this situation not related to Triple Alert, please contact Physician and Provider Relations at 1-877-342-5258, option 4.

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The BCBSA is strengthening their internal security controls to prevent this type of situation from occurring again.

Premera takes our responsibility to protect your information very seriously; we have strict security protocols that prohibit our employees from downloading confidential information to removable media devices (like flash drives, CDs and DVDs) to ensure that such data cannot be loaded to personal laptops. We also ensure that all of our company laptops are encrypted. Premera Blue Cross sincerely regrets this unauthorized transfer of data.

Sincerely,

A handwritten signature in black ink, appearing to read "Rich Maturi", is centered on a rectangular background of small, light-colored dots.

Rich Maturi
Senior Vice President, Health Care Delivery Systems