

## CareFirst BCBS Security Breach

### Producer Communication #712

*Issued May 27, 2015*

#### Message

On May 20, CareFirst BlueCross BlueShield (CareFirst) announced that it was a target of a sophisticated cyber-attack. The attack occurred last year, but was uncovered now as CareFirst was in the process of reviewing and upgrading its defenses to such attacks.

**Capital BlueCross members are not impacted by this breach.**

#### Details

As part of its ongoing information technology (IT) security efforts in the wake of recent cyber-attacks on other health insurers, CareFirst engaged the services of Mandiant – one of the world's leading cybersecurity firms – to conduct a comprehensive assessment of their IT systems.

Through this assessment, Mandiant discovered that a cyber-attack occurred on April 21, 2015, and the subsequent investigation revealed that the initial attack occurred on June 19, 2014.

The incident is limited to certain CareFirst members and CareFirst business partners and involved limited personal information that supports member and broker online access to CareFirst's portal such as:

- Unique member-created username, created by members when registering to use carefirst.com
- Name
- Birth date
- Email address and subscriber identification number

Mandiant has completed its review and has found no evidence of any other prior or subsequent attack or evidence that other personal information was accessed. No member claims, social security numbers, financial or credit card data is involved.

**Members of other Blue Cross Blue Shield Plans are not impacted by this event. BlueCard claims and FEP members are also unaffected. Capital BlueCross members are not impacted by this breach.**

CareFirst, an independent licensee of the Blue Cross and Blue Shield Association, is a not-for-profit health care company which, through its affiliates and subsidiaries, serves 3.4 million individuals and groups in Maryland, the District of Columbia and Northern Virginia.

CareFirst has established a dedicated call center (888.451.6562) and website ([carefirstanswers.com](http://carefirstanswers.com)) for members who think they may be affected and that have specific questions about the attack and the protections being offered.

CareFirst is mailing letters to the approximately 1.1 million affected CareFirst members over the course of the next two weeks. Though CareFirst believes the risk to affected members is small because of the nature of the information involved, the company is providing affected members with two free years of credit monitoring and identity theft protection services through Experian.

#### Capital BlueCross' Commitment to Information Security

Protecting member information is of the utmost importance to Capital BlueCross and we maintain a vigilant data security program.

Health care benefit programs issued or administered by Capital BlueCross and/or its subsidiaries, Capital Advantage Insurance Company®, Capital Advantage Assurance Company® and Keystone Health Plan® Central. Independent licensees of the Blue Cross and Blue Shield Association. Communications issued by Capital BlueCross in its capacity as administrator of programs and provider relations for all companies.

# Producer Bulletin



From state-of-the-art technology, to continuous monitoring of our systems, we work to ensure that the best technical and administrative safeguards are in place. Additionally, we contract with third-party information security organizations and subject matter resources to provide continuous monitoring of our systems.

In light of recent attacks on other companies in the health insurance industry, Capital BlueCross also has undertaken additional actions to strengthen the company's information technology systems and data security program.

## Questions

Contact your Preferred Agency with any questions. Thank you.