

Dear Enrollee,

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CHPDC), formerly Trusted Health Plan, is writing to tell you about an event that may have impacted your information. We want you to know what we are doing to protect you and how you can protect yourself.

### What Happened

On January 28, 2021, we learned that someone attacked our computer systems. They stole personal information. We informed the Federal Bureau of Investigation and started our own inquiry. We also hired an expert computer security company, CrowdStrike, to help us. We found that a foreign cybercriminal group is likely responsible.

CHPDC also notified the D.C. Department of Health Care Finance (DHCF). DHCF, with the assistance of the District's Privacy and Security Official within the Office of the Attorney General, is monitoring our inquiry to identify necessary actions and improvements.

### Who was impacted?

The information of anyone who has been an enrollee of CHPDC is impacted by the incident. Current and former employees of CHPDC are impacted.

### What Information Was Stolen

For enrollees, the stolen information may have included personal information about you, such as your full name, address, telephone number, date of birth, Social Security number, Medicaid identification number and medical information. This included claims information and in limited instances clinical information.

### What We Are Doing

When we learned about the attack on our systems, we immediately took action to isolate the affected computers and protect personal information. We called in the expert computer security company, CrowdStrike, who assisted us in taking a series of steps designed to further protect personal information, including changing every password, monitoring for signs of data misuse, and finding out how the attack happened to avoid it from happening again. We also stopped operations that share information with our business partners.

To help protect your identity, we are offering a free two-year membership in Experian's® IdentityWorks<sup>SM</sup>. This product monitors all three credit bureaus, helps detect possible misuse of



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

your personal information and provides detection and theft resolution. This product also includes insurance and identity restoration.

To activate your membership, please follow the steps below:

- **REQUEST** an activation code by emailing [chpdcanswers@carefirst.com](mailto:chpdcanswers@carefirst.com)
- If eligible, you will receive a reply email with an activation code and directions for enrolling.
- Ensure you enroll by **June 30, 2021** (Your code will not work after this date).

### What You Can Do

There are other things you can do to protect yourself from identity theft. There are other things you can do to protect yourself from identity theft. If you receive any emails from anyone stating that they have personal information, please do not click on any links or attachments that may be in the email. Please delete the emails. The links or attachments may have software in them that can harm your computer or device.

Please read the information below to learn more.

### For More Information

We are committed to protecting your privacy. CHPDC will not contact you by email or phone about this event. If you receive inquiries by phone, email, text or social media that say they are about this event, they are **not** from us. Do not click on any links in email messages or provide any personal information in response.

If you have questions, please contact Experian at (855) 347-6549. You can also reach us by email at [chpdcanswers@carefirst.com](mailto:chpdcanswers@carefirst.com) or by mail at CHPDC Privacy Office, P.O. Box 14858, Lexington, KY 40512. You may also contact us directly at 202-821-1100.

You can also find enrollment information and other information about this incident at [www.chpdcanswers.com](http://www.chpdcanswers.com).

Sincerely,



George Aloth

CEO, CareFirst BlueCross BlueShield Community Health Plan District of Columbia

## Steps You May Take to Protect Yourself Against Potential Misuse of Information

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also obtain a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

**Equifax:** P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)

**Experian:** P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion:** P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports. We also recommend that you promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**Fraud Alerts:** There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for 7 years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

**Equifax:** 1-888-766-0008, [www.equifax.com](http://www.equifax.com)  
**Experian:** 1-888-397-3742, [www.experian.com](http://www.experian.com)  
**TransUnion:** 1-800-680-7289, [fraud.transunion.com](http://fraud.transunion.com)

**Credit Freezes:** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Placing, lifting, and/or removing a credit freeze from your account is completely free and will not affect your credit score. Please contact the three national credit reporting agencies as specified below to find out more information:

**Equifax:** P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)  
**Experian:** P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)  
**TransUnion:** P.O. Box 2000, Chester, PA, 19022-2000, [freeze.transunion.com](http://freeze.transunion.com)

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the three national credit reporting agencies listed above.

The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day, and year); current address and previous addresses for the past 5 years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state, or military ID card, and a copy of a utility bill, bank, or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

**For residents of the District of Columbia:** You may also contact the District of Columbia Office of the Attorney General: Office of the Attorney General, Office of Consumer Protection, 400 6th Street, NW, Washington, DC 20001, (202) 442-9828, <https://oag.dc.gov/>.

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

**For residents of Massachusetts:** If you are a Massachusetts resident, you also have a right to request a police report about this incident.

**For residents of New York:** You may also obtain information about security breaches and preventing and avoiding identity theft from the New York Office of the Attorney General: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov/>.

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov).

**For residents of Oregon:** You may also contact the Oregon Office of the Attorney General: Oregon Department of Justice, 1162 Court St. NE, Salem, OR 97301-4096, 1-877-877-9392, [help@oregonconsumer.gov](mailto:help@oregonconsumer.gov), [www.doj.state.or.us](http://www.doj.state.or.us).

**For residents of Rhode Island:** You also may obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General at: Rhode Island Office of the Attorney General, Consumer Protection Unit 150 South Main Street, Providence, RI 02903, (401)-274-4400, <http://www.riag.ri.gov>. You may also be able to file or obtain a police report about this incident.

## Discrimination is Against the Law

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst CHPDC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CareFirst CHPDC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CareFirst CHPDC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Aika Mallya.

If you believe that CareFirst CHPDC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Aika Mallya Human Resources VP/Civil Rights Coordinator, 1100 New Jersey Avenue SE, Suite 840, Washington, DC 20003, (202) 821-1076, (855) 326-4831 (TTY: 711),  
Fax: (202) 821-1098,

[cfdchumanrights@carefirstchpdc.com](mailto:cfdchumanrights@carefirstchpdc.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aika Mallya Human Resources VP/Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)



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### Interpreter Services Are Available at No Cost

**This notice has important information from CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst CHPDC).**

**If you need help understanding, this information is available in your language at no cost.**

#### English

“If you do not speak and/or read English, please call 202-821-1100 or 855-326-4831 (TTY: 711) between 8:00am – 5:30pm, Monday- Friday. A representative will assist you.”

#### Español (Spanish)

“Si no habla y / o no lee inglés, llame al 202-821-1100 o al 855-326-4831 (TTY: 711) entre las 8:00 a.m. y las 5:30 p.m., de lunes a viernes. Un representante lo ayudará.

#### Tiếng Việt (Vietnamese)

Nếu bạn không nói và / hoặc đọc tiếng Anh, vui lòng gọi 202-821-1100 hoặc 855-326-4831 (TTY: 711) trong khoảng thời gian từ 8:00 sáng - 5:30 chiều, Thứ Hai - Thứ Sáu. Một đại diện sẽ hỗ trợ bạn.

#### 한국어 (Korean)

“영어로 말하거나 읽지 못하는 경우 월요일-금요일 오전 8 시에서 오후 5 시 30 분 사이에 202-821-1100 또는 855-326-4831 (TTY: 711) 로 전화하십시오. 담당자가 도와 드릴 것입니다.”

#### Français (French)

«Si vous ne parlez pas et / ou ne lisez pas l'anglais, veuillez appeler le 202-821-1100 ou le 855-326-4831 (ATS: 711) entre 8h00 et 17h30, du lundi au vendredi. Un représentant vous assistera.»

#### عربي (Arabic)

"(TTY: 711) إذا كنت لا تتحدث و / أو تقرأ الإنجليزية ، فيرجى الاتصال برقم 202-821-1100 أو 855-326-4831 (TTY: 711) بين الساعة 8:00 صباحًا - 5:30 مساءً ، من الاثنين إلى الجمعة. سوف يساعدك مندوب



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## 普通話 (Mandarin)

“如果您不會說和/或不會讀英語，請在周一至週五的 8:00 am – 5:30 pm 之間致電 202-821-1100 或 855-326-4831 (TTY: 711)。代表將為您提供幫助。”

## Русский (Russian)

«Если вы не говорите и / или не читаете по-английски, звоните по номеру 202-821-1100 или 855-326-4831 (TTY: 711) с 8:00 до 17:30 с понедельника по пятницу. Представитель поможет вам.»

## ဗမာ (Burmese)

အကယ်၍ သင်သည်အင်္ဂလိပ်စကားမပြောတတ်လျှင်နှင့် / သို့မဟုတ်စာမဖတ်လျှင်၊ နံနက် ၈ ၊ ၀၀ နာရီမှညနေ ၅ ၊ ၃၀ နာရီ၊ တနင်္လာနေ့မှသောကြာနေ့အထိ 202-821-1100 သို့မဟုတ် 855-326-4831 (TTY: 711) သို့ခေါ်ဆိုပါ။ ကိုယ်စားလှယ်ကသင့်ကိုကူညီလိမ့်မယ်။

## Guǎngdōng huà (Cantonese)

“Rúguǒ nín bù huì shuō he/huò bù huì dú yīngyǔ, qǐng zài zhōuyī zhì zhōu wǔ de 8:00 Am – 5:30 Pm zhī jiān zhìdiàn 202-821-1100 huò 855-326-4831(TTY:711). Dàibiǎo jiāng wèi nín tígōng bāngzhù.”

## (Farsi)فارسی

اگر زبان انگلیسی صحبت نمی کنید و یا انگلیسی خوانده اید ، لطفاً از ساعت 8 صبح - 5:30 بعد از ظهر ، دوشنبه تا جمعه 4831-326-855 یا 1100-821-202 (TTY: 711) با شماره

## Polskie (Polish)

„Jeśli nie mówisz i / lub nie czytasz po angielsku, zadzwoń pod numer 202-821-1100 lub 855-326-4831 (TTY: 711) w godzinach od 8:00 do 17:30, od poniedziałku do piątku. Przedstawiciel będzie Ci pomagał”.

## Português (Portuguese)

“Se você não fala e / ou lê inglês, ligue para 202-821-1100 ou 855-326-4831 (TTY: 711) entre as 8:00 e as 17:30, de segunda a sexta-feira. Um representante o ajudará.”

### **ਪੰਜਾਬੀ (Punjabi)**

“ਜੇ ਤੁਸੀਂ ਅੰਗ੍ਰੇਜ਼ੀ ਨਹੀਂ ਬੋਲਦੇ ਜਾਂ / ਜਾਂ ਨਹੀਂ ਪੜ੍ਹਦੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੋਮਵਾਰ-ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5:30 ਵਜੇ ਦੇ ਵਿਚਕਾਰ 202-821-1100 ਜਾਂ 855-326-4831 (ਟੀਟੀਵਾਈ: 711) ਨੂੰ ਕਾਲ ਕਰੋ। ਇੱਕ ਨੁਮਾਇੰਦਾ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰੇਗਾ।”

### **Kreyòl Ayisyen (Haitian Creole)**

“Si ou pa pale ak / oswa li angle, tanpri rele 202-821-1100 oswa 855-326-4831 (TTY: 711) ant 8:00 am - 5:30 pm, lendi-vandredi. Yon reprezantan pral ede ou. ”

### **हिन्दी (Hindi)**

"यदि आप अंग्रेजी नहीं बोलते हैं और / या पढ़ते हैं, तो कृपया सुबह 8:00 - 5:30 बजे, सोमवार- शुक्रवार के बीच 202-821-1100 या 855-326-4831 (TTY: 711) पर कॉल करें। एक प्रतिनिधि आपकी सहायता करेगा।

### **Soomaali (Somali)**

"Haddii aadan ku hadlin ama / ama aqrin Ingiriisiga, fadlan soo wac 202-821-1100 ama 855-326-4831 (TTY: 711) inta u dhexeysa 8:00 aroor - 5:30 pm, Isniinta-Jimcaha. Wakiil ayaa ku caawin doona. ”

### **Hmoob (Hmong)**

"Yog koj tsis hais lus thiab/los yog nyeem lus Askiv, thov hu rau 202-8210-1100 los sis 855-326-4831 (TTY: 711) ntawm 8:00 am – 5:30 pm, Hnub Monday--Friday. Tus neeg sawv cev yuav pab koj."HmongItalian

### **Tagalog**

"Kung hindi ka nagsasalita at / o magbasa ng Ingles, mangyaring tumawag sa 202-821-1100 o 855-326-4831 (TTY: 711) sa pagitan ng 8:00 am - 5:30 pm, Lunes-Biyernes. Tutulungan ka ng isang kinatawan. ”

### **日本人(Japanese)**

英語を話せない、または読まない場合は、月曜日から金曜日の午前 8 時から午後 5 時 30 分までに 202-821-1100 または 855-326-4831 (TTY : 711) に電話してください。担当  
者がお手伝いします