



**CITY OF HOLLYWOOD, FLORIDA  
POLICE OFFICERS' RETIREMENT SYSTEM**

**4205 Hollywood Boulevard, Suite 4  
Hollywood, Florida 33021**

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**TO:            All Retirees and Beneficiaries**

**FROM:        Dave Williams**

**SUBJECT:    Notice – Anthem Cyber Breach**

**DATE:        February 10, 2015**

**I was asked to share the enclosed information with all Retirees and Beneficiaries;  
whether or not you have insurance through the city.**

**Any questions are to be directed to:**

**Judy Mehrmann  
Human Resources/Risk Management Data Analyst  
Email – [jmehrman@hollywoodfl.org](mailto:jmehrman@hollywoodfl.org)  
Phone - [954.921.3578](tel:954.921.3578)**

**Respectfully,**

A handwritten signature in black ink, appearing to read "DMM" followed by a horizontal line.

**David M. Williams, Plan Administrator  
FOR THE BOARD**

**From:** Tammie Hechler  
**Sent:** Monday, February 09, 2015 4:07 PM  
**To:** All Employees  
**Subject:** Florida Blue Notification Regarding Potential Breach of Personal Information

Greetings:

Florida Blue, the City's Third Party Administrator for our Self-Insured Health Plan has reached out to us to provide the following information to share with you regarding the Cyber-Attack on Anthem Inc. Below and attached is the information they would like us to share with you. Please note, if any employee's personal information was hacked, Florida Blue has committed to notifying affected members in the coming weeks, via written communication. As soon as we learn more, we will provide you the information as well. Please ensure employees without easy access to e-mail receive this notice as well.

Thanks much.

### **ANTHEM CYBER-ATTACK**

- **Florida Blue is aware of the cyber-attack against Anthem Inc., having learned about it Wednesday evening when it was made public in the media.**
- **Florida Blue is Florida's Blue Cross and Blue Shield plan and an independent licensee of the Blue Cross and Blue Shield Association. The Association is made up of 37 independent and locally operated Blue Cross and Blue Shield companies.**
- **Florida Blue and Anthem are both part of the Blue Cross and Blue Shield Association, but it is important to note that we are separate companies.**
- **Anthem is an Indianapolis-based company that operates Blue Cross and Blue Shield plans in 14 states, but not in Florida (or South Carolina).**
- **While Florida Blue and Anthem Inc. are separate and distinct companies, through various collaborative agreements as Association members, some information on Florida Blue members could have been affected.**
- **The safeguarding of our members' personal information is of utmost importance to us. We are closely monitoring the situation and working diligently to gather more information from Anthem in order to understand the scope of this issue as it relates to Florida Blue and how it might affect any of our members.**
- **We are committed to providing updated information to our stakeholders, including whether our own members were affected, as we learn more.**

*Tammie L. Hechler*

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Tammie L. Hechler, MPA, SPHR, IPMA-CP  
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## Answers to Your Questions about the Anthem Cyber-Attack

### **What is the situation?**

Anthem, Inc. experienced an external cyber-attack that was first reported in the media on Wednesday, Feb. 4, 2015. Anthem is reporting that hackers gained unauthorized access to a database containing personal information for current and former members and employees. Anthem is an Indianapolis-based company that operates Blue Cross and Blue Shield plans in 14 states, but not in Florida or South Carolina.

### **What kind of information was targeted in this cyber-attack?**

Anthem has reported that, so far, there is no evidence that medical information or credit card information was targeted or compromised. According to Anthem, the information accessed via the attack included current and former members' names, birth dates, medical IDs, street addresses, email addresses, employment information and, in some cases, social security numbers.

### **Is it possible that Florida Blue information was accessed?**

Blue Cross and Blue Shield of Florida, South Carolina and Anthem are separate companies, but they are all a part of the Blue Cross and Blue Shield Association. Through collaborative agreements as Association members, including arrangements for our members to obtain health care services while traveling or living outside of their home state (known as the BlueCard program), some information on members could have been affected. Since many of our own employees are Blue Cross and Blue Shield members, our own employees' information could also have been affected.

Anthem is currently conducting an extensive investigation to determine which members were affected and has committed to sharing that information with us as soon as possible. We will provide updated information promptly as soon as we learn more from Anthem.

### **How will I know if my personal information has been accessed? When will I hear?**

Anthem is still in the fact-finding stages and working diligently to understand the scope of the attack and which members' information was accessed. They have committed to notifying affected members in the coming weeks, via a written communication. As soon as we learn more from Anthem, we will provide updated information.

### **Will credit monitoring be made available?**

Anthem has represented that it will provide credit monitoring and identity protection services free of charge so that those who have been affected can have peace of mind. These services will be available only to members whose information was accessed, after Anthem confirms which members were affected. Impacted members will receive a notice via mail that will advise them of the protections being offered and how to access them.

### **What can I do to protect my identity in the meantime?**

Anyone who may have been impacted by the cyber-attack against Anthem should be aware of scam email campaigns. These scams, designed to capture personal information (known as "phishing") are designed to appear as if they are from Anthem and the emails include a "click here" link for credit monitoring. These emails are NOT from Anthem.

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

Anthem nor the Florida/South Carolina Blue plans are calling members regarding the cyber-attack or asking for credit card information or social security numbers over the phone.

This outreach is from scam artists who are trying to trick consumers into sharing personal data. According to Anthem, there is no indication that the scam email campaigns are being conducted by those that committed the cyber-attack, or that the information accessed in the attack is being used by the scammers.

Affected members will be notified via mail delivered by the U.S. Postal Service about the cyber-attack with specific information on how to enroll in credit monitoring.

**How will I know if my health insurance identification number has been compromised? Is there anything that I can do to monitor this?**

If you have signed up for our member portal, you can check claim activity by logging into your account at [www.MyHealthToolKitfl.com](http://www.MyHealthToolKitfl.com). If you have not already registered for the member portal, you can create an account so that you are able to monitor your claim activity.

**What are Blue Cross and Blue Shield of Florida/South Carolina doing to protect my personal information?**

Protecting our members' personal information is of utmost importance to us. If any members were impacted in the Anthem cyber-attack, they will be notified promptly. Additionally, our Information Security team is constantly implementing tools and processes to prevent security breaches such as this. We are closely monitoring the situation and working diligently to gather more information from Anthem on how any of our members might have been affected.

We have a data security framework of sophisticated technologies to protect members' information against unauthorized access and is committed to evaluating and enhancing its data security practices, as needed, to ensure that they are industry standard. It is standard business practice and a company priority to take all appropriate steps to minimize the risk of members' personal information being compromised as a result of a cyber-attack.

**What actions have Blue Cross and Blue Shield of Florida/South Carolina taken in response to the attack on Anthem?**

In the normal course of business, our Information Security group constantly monitors our systems to prevent security breaches. Nonetheless, in light of the attack on Anthem, we recently conducted a thorough security review and found no evidence of any compromise of our own systems.