



## CareFirst Cyberattack – What You Should Know

CareFirst BlueCross BlueShield announced May 20, 2015 that the company has been the target of a cyberattack. CareFirst serves customers in the District of Columbia, Maryland and Virginia. The company reported that 1.1 million current and former CareFirst members and individuals who registered to use CareFirst's website and online services prior to June 20, 2014 are affected by this event.

If you were affected, you will receive a letter from CareFirst within three weeks. CareFirst is offering two years of free credit monitoring services to every affected member. The D.C. Department of Insurance, Securities and Banking encourages you to take advantage of the [free credit monitoring services](#) to protect yourself from any potential fraud or identity theft.

Below, you will find more information about what you should know about the cyberattack. You can also visit [carefirstanswers.com](http://carefirstanswers.com) for more information and to view the [FAQ](#).

### What happened?

As part of CareFirst's ongoing data protection efforts in the wake of recent cyberattacks on other health insurers, CareFirst engaged the services of a cybersecurity firm (Mandiant) to conduct an end-to-end assessment of its information technology environment. Mandiant discovered a sophisticated cyberattack that likely resulted in limited unauthorized access to a database on June 19, 2014.

### What information was accessed?

The investigation determined that the attackers could have potentially acquired the unique usernames that members created to use CareFirst's online services at [www.carefirst.com](http://www.carefirst.com), as well as names, birth dates, email addresses and subscriber identification numbers of affected members. The database accessed by attackers did not contain Social Security numbers, medical claims, employment, credit card or financial information.

## **How do I know if I have been affected?**

CareFirst is mailing letters to all affected members offering free credit monitoring services for up to two years. Letters should be received within three weeks. Members who created online accounts on [www.carefirst.com](http://www.carefirst.com) prior to June 20, 2014 are affected by this incident.

Members who enrolled to use CareFirst online services on or after June 20, 2014 are not affected because their enrollment occurred after the date of the cyberattack.

If you believe you may have been affected – because you registered to use CareFirst’s website before June 20, 2014 – but do not receive a letter within the next three weeks, you can contact CareFirst by calling 888-451-6562.

## **What should I do if I am affected?**

CareFirst is offering free credit monitoring services for all those affected for up to two years. If you receive a letter from CareFirst notifying you about this breach, you should sign up and register for the credit monitoring services as soon as possible. A personalized activation code is included in all notification letters mailed by CareFirst. You will need this code to register for the services. Do not share your code with anyone. To register, you can click on the link at [carefirstanswers.com](http://carefirstanswers.com) or call 888-451-6562.

## **Watch out for scams**

If you believe you were impacted by the breach, you should pay close attention to your credit reports for fraudulent activity and be on alert for scammers trying to take advantage of the breach by tricking you into giving out your personal information. CareFirst will not call or email customers asking for information. Do not give out your personal or medical information to anyone who calls, emails or contacts you in any way to help you register for credit monitoring services because of this breach. CareFirst will contact you by mail only.

## **For more information**

CareFirst has a website [carefirstanswers.com](http://carefirstanswers.com) with more information and a [FAQ](#) covering more questions you might have. You can also call DISB at 202-727-8000 if you have additional questions.