



May 4, 2015

VIA EMAIL to [attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov)

New Hampshire Attorney General Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**RE: Premera Data Breach**

Dear Attorney General Foster:

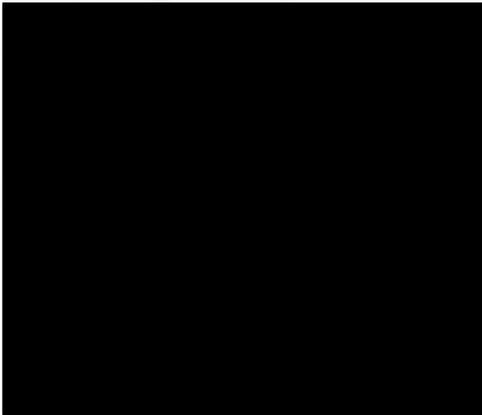
Pursuant to New Hampshire General Statutes, and Right to Privacy Act, we write to inform you that Premera, Inc. ("Premera") is a downstream subcontractor to one of our self-funded group health plans ("Plan"). Our Plan is administered by Blue Cross Blue Shield of Massachusetts ("BCBSMA"), and not by Premera. However, we understand from BCBSMA that Premera plays a role in processing claims for our Plan participants who have received medical care and service in certain circumstances, such as when a participant receives medical care in a Premera state.

As you are aware, Premera was the victim of a cyber-attack, commencing on or about May 5, 2014 ("Incident"). We understand from BCBSMA that Premera initially discovered the Incident on or about January 9, 2015. We were first informed of the Incident by BCBSMA on March 19, 2015, but there was no information whether and to what extent any of our Plan participants were impacted. We have been in communication with BCBSMA representatives, who since informed us on April 21, 2015, that 717 members of our Plan were impacted, 1 of whom reside in your state.

BCBSMA states the personal information accessed in the Premera data breach included: first name, last name, email address, address, telephone number, date of birth, Social Security number, member identification numbers, bank account information, and claims information, including clinical information. We are not aware of any fraud that has occurred as a result of this incident.

We also are working with BCBSMA to ensure that they send notices to each impacted Plan participant. In the meantime, we have mailed our participants the attached notification more generally, to alert them to this issue in addition to the communication from BCBSMA and Premera.

If you have any questions for us, please contact me directly.



April 2015

Name  
Address  
City, State Zip

Dear Nuance Medical Plan Participant:

On January 29, 2015, Premera Blue Cross (Premera) discovered that it was the target of what it has determined was a very sophisticated external cyber-attack. The Group Medical Benefits portion of the Nuance Communications, Inc. Health and Welfare Life Insurance, Long-Term Disability & Travel Accident Plan (the Plan) is administered by Blue Cross Blue Shield of Massachusetts (BCBSMA). BCBSMA and Premera are part of a series of independent but networked Blue Cross Blue Shield companies across the country that help facilitate the payment for medical services. When a plan participant seeks medical services outside of Massachusetts, the local BCBS affiliate (such as Premera) will process the claim and store your medical data.

**According to Premera, you received care in one of the states that Premera covers, which includes Washington or Alaska. As a result, your information was accessed during the breach.**

**What Personal Information was involved in the incident?**

Premera states that their current investigation indicates there was unauthorized access to the following data: name, date of birth, gender, health plan member ID, address, phone number, email address, Social Security number, bank account information, and claims information including clinical information.

**What will happen next?**

- During the week of April 27, 2015, BCBSMA will send letters to members confirming that they were impacted. Please call BCBSMA at 1-888-404-9846 if you do not receive a letter.
- You will also receive a notification directly from Premera regarding this incident which will provide you with additional information about a program that Premera is offering that includes two years of free credit monitoring and identity protection services. You can pro-actively learn more and sign up immediately by visiting [www.premera.com/free-credit-monitoring/](http://www.premera.com/free-credit-monitoring/).
- In addition to signing up for credit monitoring and identify protection services, you should carefully review any Explanations of Benefits (EOBs) that you receive from BCBSMA and other insurance companies. Make sure the health care claims reflected in these EOBs accurately reflect the items and services that you received. Look for the name of the provider, the date of service and the service provided. If there is a discrepancy, immediately contact BCBSMA member services at 1-800-588-5508 to report the problem.
- You may call the BCBSMA member services (1-800-588-5508) and request a new subscriber ID number.

## **Email and Phone scams**

You should be aware of Phone and Email scam campaigns targeting current and former Premera members. Premera is not calling members regarding the cyber-attack and is not asking for credit card information or Social Security numbers over the phone. There have been reports of email scams designed to capture personal information (known as “phishing”), that appear as if they are from Premera and the emails include a “click here” link for credit monitoring. These emails are NOT from Premera.

Here are some scam/hoax email tips to bear in mind:

- DO check your credit card and bank statements for any suspicious charges or entries.
- DO check your credit reports periodically.
- 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 the email.
- DO NOT open any attachments that arrive with email.

**For more guidance on recognizing scam emails, please visit the FTC Website:**

<http://www.consumer.ftc.gov/articles/0003-phishing>.

## **Questions**

Visit Premera’s website dedicated to the incident ([www.premeraupdate.com](http://www.premeraupdate.com)). You may also call Premera’s dedicated toll-free number, 1-800-768-5817, to ask questions. Additionally, you can visit the Financial Wellness section of the Nuance Healthy Living page found on the Voice for additional information about Identity Theft Prevention.

STATE OF NH  
DEPT OF JUSTICE  
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