

<http://www.bcbst.com/learn/special-information/eastgate/> **public**

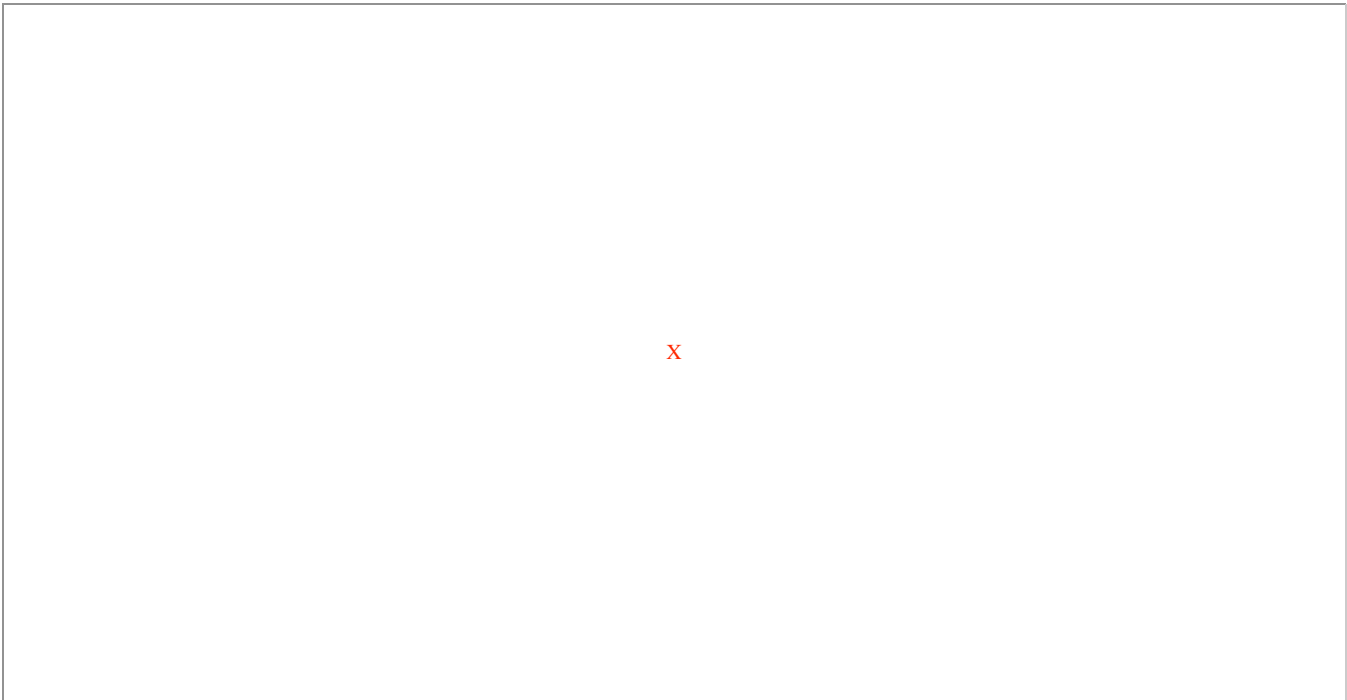
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As of February 5, 2010, a total 521,761 current and former members^[i] have been identified and 220,133 notifications have been sent to members indicating that their personal information was included on the stolen hard drives. The 220,133 members notified are in the **Tier 3** category, confirmed as having their name, address, BlueCross member ID number, diagnosis, Social Security number and/or date of birth included in the stolen hard drives. Notifications have been sent to all identified **Tier 3** members. Additionally, 301,628 current and former members have been identified in the **Tier 2** category. Members in the **Tier 2** category of personal information (name, address, BlueCross member ID number, date of birth and/or diagnosis) will begin to receive their notifications with details of the hard drive theft and remediation services offered to them in mid-February.

The number of members reported in the **Tier 2** category is larger due to the decision BlueCross made to offer remediation services to all family members associated with the specific subscriber^[ii] ID number identified during the data audit process. This decision was made to ensure all potentially at-risk members are protected. To illustrate this point, 131,909 subscriber ID numbers were identified during the review of the customer service calls and there were 169,719 family members associated with the member ID numbers. Each of these 131,909 subscribers will receive a **Tier 2** letter that extends offer of remediation to all family members.

As of February 5, 2010, there has been no documented incident of identity theft or credit fraud of BlueCross members as a result of this incident. Below is a graphical representation of total members identified and notifications sent as of February 5, 2010. If you are unable to view this image, you can go to the **Eastgate Hard Drive Theft** page of bcbst.com to view this statistic and other information related to our identification and notification efforts.



It has been brought to the attention of BlueCross, that some members that are in the **Tier 3** category do not have sufficient credit history to qualify for the Equifax 3-in-1 Credit Monitoring services. In these cases, the member can contact the BlueCross BlueShield of Tennessee Privacy Office and request the LifeLock services in lieu of the Equifax credit monitoring services.

BlueCross BlueShield of Tennessee is committed to delivering up-to-date and relevant communications to its clients – members, brokers and employers – as information becomes available. As always, you can direct questions specific to this incident to the BlueCross BlueShield of Tennessee Privacy Office by calling 1-888-422-2786 or through email at Privacy_Questions_GM@bcbst.com. Or, you can visit our Web site at [bcbst.com](http://www.bcbst.com).

^[i] A member refers to anyone who is covered by a plan underwritten or administered by BlueCross.

^[ii] A subscriber refers to an individual who is part of a group plan underwritten or administered by BlueCross. Subscribers may have individual, spouse or family coverage. Spouses and family are considered BlueCross members but not subscribers.

Please see the following link for the BlueCross BlueShield of Tennessee E-mail disclaimer: http://www.bcbst.com/email_disclaimer.shtm

