

MEDIA ALERT



HOW THOSE AFFECTED BY CYBER ATTACK ON ANTHEM CAN GET IDENTITY THEFT REPAIR & CREDIT MONITORING SERVICES

Services Available to Affected Members in English, Spanish Starting on Friday at 2 p.m. ET

HANOVER, MD – February 13, 2015 – Current and former Amerigroup Maryland members dating back to 2004 are being offered identity repair assistance and credit monitoring services via AnthemFacts.com starting at 2 p.m. ET on Friday, Feb. 13, 2015.

Affected members can start accessing these services prior to receiving a mailed notification from Anthem, which will be sent in the coming weeks. Members may access these services at any time during the 24 month coverage period.

The free identity protection services provided by Anthem include:

- **Identity Theft Repair Assistance:** Should a member experience fraud, an investigator will do the work to recover financial losses, restore the member's credit, and ensure the member's identity is returned to its proper condition. This assistance will cover any fraud that has occurred since the incident first began.
- **Credit Monitoring:** At no cost, members may also enroll in credit monitoring, which alerts consumers when banks and creditors use their identity to open new credit accounts.
- **Child Identity Protection:** Child-specific identity protection services will also be offered to any members with children insured through their Amerigroup plan.

Identity theft repair services are available to Amerigroup members who feel they have experienced fraud. For members who have been impacted by the cyber attack, these services are automatically available and do not require enrollment. Please visit AnthemFacts.com to learn how to access these services. Members may access identity theft repair services by calling 877-263-7995.

Additional protection is available through credit monitoring services. This requires a member to actively enroll because the member must provide their personal information and consent to have their credit monitored. Members can enroll at any time during the 24 month coverage period, and can learn how to sign up at AnthemFacts.com. Members who do not have access to the Internet or who prefer telephone service may call 877-263-7995 for assistance.

Spanish-speaking members may access information at AnthemInforma.com, or receive assistance in Spanish at 877-263-7995.

Phone lines will be open from 2 to 9 p.m. ET on Friday, and regular hours are Monday to Saturday, 9 a.m. to 9 p.m. ET. From Monday, Feb. 16 to Friday, Feb. 20, the call center will be open extended hours from 9 a.m. to 11 p.m. ET.

Members who have provided e-mails to Amerigroup and have opted in to receiving communications may receive an e-mail directing them to visit AnthemFacts.com to sign up for services. This e-mail is scheduled to be distributed the week of Feb. 16. This email, sent due to state notification requirements, will not ask for personal information and will not contain a link to any websites other than AnthemFacts.com.

Contact:

Media

Ross Jacobs, ross.jacobs@anthem.com, 470-891-9892

About Amerigroup Maryland

Amerigroup Maryland has provided health care coverage since 1999. Statewide, we serve approximately 266,000 members in the Medicaid, Children's Health Insurance Program (CHIP), Temporary Assistance for Needy Families (TANF), and Supplemental Security Income (SSI) programs. Amerigroup Maryland is the state's largest Managed Care Organization (MCO) and is one of the largest MCOs in Baltimore City and the counties of Baltimore, Montgomery, Prince George's and Anne Arundel. Employees share genuine pride in making a difference in the lives of people who might need a little extra help.

About Anthem, Inc.

Anthem is working to transform health care with trusted and caring solutions. Our health plan companies deliver quality products and services that give their members access to the care they need. With more than 68 million people served by its affiliated companies, including more than 37 million enrolled in its family of health plans, Anthem is one of the nation's leading health benefits companies. For more information about Anthem's family of companies, please visit www.antheminc.com/companies.