

Provider Name

Address

Address

Dear [Provider Name]

Recently, Blue Cross and Blue Shield of North Carolina (BCBSNC) became aware that one of our business partners, the Blue Cross and Blue Shield Association (BCBSA), experienced an unauthorized transfer of data. A BCBSA employee transferred provider data onto a personal laptop, in violation of BCBSA's established data security policies. The laptop was subsequently stolen on August 25, 2009. BCBSA notified BCBSNC about this incident on September 3, 2009.

BCBSNC submits provider data to BCBSA for the provider locator tool that is maintained on the BCBSA website. While the information submitted did not contain the protected health information of your patients or BCBSNC members, the information did include:

Provider Name	Address	Provider Tax ID#	NPI#
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BCBSNC is notifying you of this incident because our records indicate that your Tax ID number may match your Social Security number. To help lessen the potential for identity theft, BCBSA is offering you free credit monitoring for one year provided by ConsumerInfo.com, Inc, an Experian[®] company. You must enroll with ConsumerInfo.com by December 31, 2009. Please carefully read the enrollment information and instructions included in **Attachment A**, enclosed with this letter.

Regardless of whether you decide to enroll in the credit monitoring service, BCBSNC encourages you to carefully review all your financial accounts and statements for evidence of any unauthorized activity.

You are entitled to receive one free credit report every twelve months from each of the three nationwide consumer reporting companies, Equifax, Experian and TransUnion. These consumer reporting companies have set up a central website, a toll-free telephone number, and mailing address to request the free annual credit report. You may order the report:

1. Via the Internet at: www.annualcreditreport.com
2. By calling toll free : 1-877-322-8228
3. By writing to: Annual Credit Report Request Service
P. O. Box 105281
Atlanta, GA 30348-5281

In subsequent years, to ensure that you have a credit report that covers an entire twelve month period, you may request a copy of your report every four months from each of the three companies.

North Carolina residents are also entitled to place a security freeze on their Equifax, Experian and TransUnion credit reports so that your approval is necessary when requests are made to open new accounts under your identity. For information on how to place a security freeze on your credit report, or to obtain information on how to prevent identity theft, you may contact the North Carolina Attorney General's Office at:

North Carolina State Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
Telephone: (919) 716-6400
Toll free number: 1-877-566-7226
www.ncdoj.com

You may also contact the Federal Trade Commission to obtain information on how to prevent identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
www.ftc.gov

I want to assure you that BCBSNC takes its responsibility to protect your information very seriously, and sincerely regrets this loss of data. We require all of our business partners to follow accepted privacy and security practices for the health care industry. BCBSNC continually reviews and updates its privacy and security practices to ensure that they are appropriate and meet industry standards.

We know that you entrust us to protect your information, and we are committed to preventing this type of situation from occurring again. If you have questions, please contact the Network Management regional office that serves your location:

Charlotte	(800) 754-8185	Hickory	(877) 889-0002
Greensboro	(888) 298-7567	Raleigh	(800) 777-1643
Greenville	(888) 291-1780	Wilmington	(877) 889-0001

Sincerely,

Milo M. Brunick

Vice President, Network Management

ATTACHMENT A

Please carefully read this document in order to take advantage of the credit monitoring services from ConsumerIno.com.

ConsumerInfo.com's credit monitoring membership can be activated by visiting <http://partner.consumerinfo.com/bcbs> and entering in the activation code *(insert code here)*. You may also enroll by contacting Experian's Customer Care representatives at 866.252.0121.

Enrollment must be made by December 31, 2009.

Your complimentary 12-month Triple AlertSM membership includes:

- Daily monitoring and timely alerts of key changes to your credit reports—so you will be notified of activities such as notification on new inquiries, newly opened accounts, delinquencies, public records or address changes
- Toll-free access to a dedicated team of Fraud Resolution Representatives who will help you resolve problems associated with credit fraud or identity theft; contact credit grantors to dispute charges, close accounts if need be, compile documents; and contact all relevant government agencies
- \$25,000 in identity theft insurance coverage (\$10,000 for New York state residents) with zero deductible provided by Virginia Surety Company, Inc. for eligible identity theft expenses (coverage is not available in US overseas Commonwealth or Territories).

If you have questions about Triple Alert, or you suspect or have identified fraudulent or unauthorized activity, please contact Experian's Customer Care at (866) 252-0121.

Please be aware, Experian can only answer questions about the Triple Alert product.