

Blue Cross Blue Shield of Massachusetts Notifies Employees of Misuse of Employee Record Incident does not involve medical information, and does not affect the data of any members

Statement by Jason Robart, Chief Human Resources Officer, Blue Cross Blue Shield of Massachusetts

BOSTON — September 19, 2012 — Blue Cross Blue Shield of Massachusetts was recently informed of an inappropriate use of an employee record by a contracted vendor. It is important to note that this incident is not a security breach, does not involve medical information, and does not affect the data of any of our members, employer or provider partners.

Upon discovering this incident, we took immediate action to protect our current and former employees' information and we have referred the matter to the Massachusetts Attorney General's Office.

We are treating this matter very seriously and regret any inconvenience or concerns this may have caused our employees. We currently have no evidence to believe that this was more than one isolated event, but as a precaution we have offered current and former employees free credit protection services to protect their information.

We regret that this incident occurred. Our employees' privacy and personal information is of the highest concern to us. We make every effort to ensure that all personal information and financial data maintained by us is secure and safe and we will continue to regularly review our processes to strengthen and add new safeguards to protect all of our company's confidential information.

Blue Cross Blue Shield of Massachusetts (www.bluecrossma.com) is a community-focused, tax-paying, not-for-profit health plan headquartered in Boston. We are committed to working with others in a spirit of shared responsibility to make quality health care affordable. Consistent with our corporate promise to always put our 2.8 million members first, we are rated among the nation's best health plans for member satisfaction and quality.

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