



Office of  
General Services

Business  
Services Center

## Information Announcement

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# Excellus BlueCross BlueShield Cyberattack Identity Theft Protection Services & Credit Monitoring

**September 21, 2015**

Excellus BlueCross BlueShield, the parent organization for NYSHIP HMOs Blue Choice and HMOBlue, and MedAmerica, the administrator of the New York State Public and Retiree Long Term Care Insurance (NYPERL), reported a cyberattack that may have impacted member data. **Potential impacted parties include members, patients, or others who have done business with Blue Choice and HMOBlue.** Empire Plan members who live or work in the Excellus operating area (Rochester, Syracuse, and Utica) may also have been affected. Names, dates of birth, member IDs/Social Security numbers, mailing addresses, phone numbers, financial account information and claims information may have been accessed in an unauthorized manner.

In order to address security breach concerns, Excellus BlueCross BlueShield began mailing letters to affected individuals. They will also be providing two years of free identity theft protection services through Kroll, a global leader in risk mitigation and response solutions, including credit monitoring powered by TransUnion, to those affected. In addition, Excellus BlueCross BlueShield has established a dedicated website at <http://www.excellusfacts.com/>, and a call center that can be reached at **1-877-589-3331** for affected individuals to contact with any questions. Individuals who believe they are affected by this incident but who have not received a letter by November 9, are encouraged to call 1-877-589-3331, Monday through Friday, between 8:00 a.m. and 8:00 p.m. (closed on U.S. observed holidays).

We recognize that enrollees of these HMOs, MedAmerica and The Empire Plan are concerned about this situation and we ask that all questions about this situation be directed to Excellus at 1-877-589-3331, or visit the website at [www.excellusfacts.com](http://www.excellusfacts.com). This website includes a FAQ and will be updated as additional information becomes available.