

# Brief Notes

News for  
Brokers and Consultants

December 6, 2013 Vol. 22 No. 954

Three Penn Plaza East, Newark, NJ 07105-2200

**Applies to:** All markets

## Laptop Thefts

Horizon Blue Cross Blue Shield of New Jersey announced today that two password-protected, unencrypted laptop computers, that were cable-locked to employee workstations, were stolen from its Newark headquarters during the weekend of November 1, 2013.

Horizon BCBSNJ notified the Newark Police Department on Monday, November 4, 2013, and began a thorough internal investigation upon discovering that the laptops were missing. A detailed review led by outside computer forensic experts has confirmed that the laptops may have contained files with differing amounts of member information, including name and demographic information (e.g., address, member identification number, date of birth), and in some instances, a Social Security number and/or limited clinical information. Due to the way the stolen laptops were configured, we are not certain that all of the member information contained on the laptops is accessible.

Approximately 839,711 members are being notified. Those members with Social Security numbers affected will be offered free credit monitoring and identity theft protection.

Horizon BCBSNJ continues to work with law enforcement to locate the laptops. To prevent a similar incident from happening in the future, Horizon BCBSNJ is strengthening encryption processes and enhancing its policies, procedures and staff education regarding the security of company property and member information.

More information regarding the incident can be found at **HorizonBlue.com**. Horizon BCBSNJ began mailing letters to affected members on December 6, 2013. If a member does not receive a letter by December 20, 2013, they can call **1-877-237-9502**, Monday through Friday, between 9 a.m. and 7 p.m., Eastern Time, and provide the following 10-digit reference number, **2156112613**, when prompted.

If you have any questions, please contact your Horizon BCBSNJ sales executive or account manager.



Horizon Blue Cross Blue Shield of New Jersey



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