



Washington State Health Care Authority
Public Employees Benefits Board

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January 21, 2009

Dear Former Community Health Plan (CHP) Subscriber,

Express Scripts, the company that previously managed your prescription-drug benefit through CHP, received a letter in October 2008 from an unknown source trying to extort money by threatening to expose members' records. The Public Employees Benefits Board (PEBB) Program wants you to know that Express Scripts is taking this situation seriously, notified the FBI when this occurred, and is committed to doing all they can to protect members' data.

The extortion letter contained the personal information of 75 people, including their social security numbers, addresses, dates of birth, and in some cases, prescription information. **Although you are not one of the individuals named in these letters**, we understand you may have concerns about this news, and wanted to provide you with timely and accurate information.

Express Scripts has set up a Web site, www.esisupports.com, which includes resources on how to protect your personal information. At the Web site, you can sign up for alerts via e-mail when Express Scripts posts new information.

Express Scripts is currently unaware of any actual misuse of anyone's personal information. However, they have contracted with Kroll, a risk-consulting firm and global leader in data security, to provide consultation, investigation, and identity restoration services, if necessary. Kroll's U.S.-based customer care representatives handle privacy breaches, fraud, and identity theft.

If you think you have experienced identity theft as a result of this incident, one of Kroll's licensed investigators will work with you to validate and address your concerns. In addition, investigators will provide consultative services, including:

- Helping to gather and complete necessary documents.
- Performing inquiries to determine the most appropriate course of action.
- Providing identity restoration services, if necessary.

If you have concerns about your personal information, call Kroll toll-free at 1-866-795-9350, Monday through Friday from 8 a.m. to 5 p.m. Central Time. You can also read more about Kroll's services at www.esisupports.com. Their services are available at no cost to you.

Please know that we are working with Express Scripts and CHP to protect the security and confidentiality of your personal information. Express Scripts is working diligently with law enforcement and private investigative experts to do all they can to ensure your privacy.

Sincerely,

Mary Fliss
Assistant Administrator, PEBB Program