

Notice of EyeMed – Blue 20/20 security incident

EyeMed Vision Care, the company that manages and performs related functions for Blue Cross Blue Shield of Massachusetts' Blue 20/20 vision insurance plan, notified us on September 28 that between June 24, 2020 and July 1, 2020, an unauthorized individual gained access to a mailbox in their e-mail system and subsequently notified us on October 15 that some Blue 20/20 members may have been impacted by this event.

EyeMed launched a comprehensive investigation into the incident and hired a cybersecurity firm to assist in its efforts. The investigation determined that personal information of participants potentially accessed included: full name, address, date of birth, phone number, email address, EyeMed account/identification number. For some individuals, partial or full social security numbers and/or financial information were implicated.

While EyeMed does not know of any misuse of the information, EyeMed is mailing letters to affected individuals and has established a dedicated call center to answer any questions individuals may have. The letters include an offer for free credit monitoring and identity protection services for a duration of two years provided by Kroll.

Affected members can enroll in identity protection services on-line at enroll.idheadquarters.com.

Members who need additional information or need answers to questions should call Kroll at 1-844-480-0273, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time.

Affected individuals should also closely monitor and review their financial statements, credit reports, and statements they receive from their health insurers. If they see services they did not receive or accounts, charges, or withdrawals that they did not authorize, they should contact their health insurer immediately.