

## Substitute Notice

On January 13, 2025, Conduent, Inc. ("Conduent") experienced a cybersecurity incident involving unauthorized data acquisition by an unknown threat actor. Upon discovery, Conduent immediately launched an investigation to assess the situation's scope. Conduent enlisted additional resources and partnered with a renowned cybersecurity firm to thoroughly examine the incident and its implications. Conduent is actively taking preventive measures, collaborating with the FBI, and working with third-party analysts to expedite the investigation.

Conduent learned from their investigation what the unknown threat actor gained access to their environment between October 21, 2024, and January 13, 2025, and obtained certain files containing protected health information. To date, Conduent is not aware of any misuse of that data.

The information potentially accessed varies among individuals and may include contact information (such as name, address, phone number, and email) along with one or more of the following additional elements: name, date of birth, social security number, health insurance member identification number and treatment payment amount.

Most affected individuals have been or will be notified directly by Conduent about this incident. However, there are a small number of individuals we could not reach directly, for whom we are providing this substitute notice.

For more information, please visit <https://www.conduent.com/notice-2912605/>. Should you have any questions or concerns, please call toll-free at (855) 291-2605, Monday through Friday, between 9:00 a.m. and 9:00 p.m. ET, excluding holidays.

### **How This Impacts Empire Plan Members**

Conduent provides third-party printing/mailroom services, document processing services, payment integrity services, and other back-office support services to Anthem Blue Cross (Anthem), as administrator of The Empire Plan's Hospital Program. The services provided by Conduent to Anthem, on behalf of The Empire Plan, required access to your personal information.

Anthem will continue to update Empire Plan members of any new information at <https://www.anthembluecross.com/nys>. Additional information is located on the New York State Health Insurance Plan's website at <http://nyship.ny.gov> under "What's New." Anthem is also available for any questions Monday through Friday, 8:00 a.m. to 5:00 p.m. EST at 1-877-769-7447, Option 2.