



Test Letters Mailed to Some SHP Members and Providers

On April 25, 2018 Blue Cross NC was informed of a mailing error in which our print vendor accidentally mailed test letters to members and providers on April 20, 2018. Due to the fact the letters were generated based on data used to test our software systems, they might have been sent to outdated or incorrect addresses. The letter included member's names and may have also included member ID, claim number, provider name, and amount paid on the claim. The details of this matter and the actions our vendor and Blue Cross NC have taken to correct it are described below.

By investigating the incident, the vendor was able to confirm that the root cause of the issue was human error. The error occurred when an employee did not put the test files into a hold folder, causing them to be processed and mailed. The responsible employee received coaching, and the vendor implemented a new procedure that requires management approval to print a test file and requires peer review to ensure test files are not printed and mailed.

While it is unknown whether your information was actually received or viewed by anyone, Blue Cross NC felt it was important to advise you of the incident. Letters were mailed to impacted members on June 6, 2018. Based on the investigation and findings, Blue Cross NC recommends that you carefully review all explanations of benefits and other healthcare related correspondence.

Blue Cross NC sincerely regrets this matter and any inconvenience it may have caused. Please be assured that Blue Cross NC is committed to safeguarding your personal information and providing quality services to all our customers. If you have any questions or to see if you were impacted, you may call Customer Service at 888-234-2416.