

AUG. 30, 2023

**Notice of Mailing Error with Potential Impact to  
Florida Blue Members' Protected Health Information**

On Aug. 17, 2023, Florida Blue became aware that a vendor that it uses to mail out health and dental insurance ID cards had a system processing error associated with a mailing sent out on July 18, 2023. This resulted in some of its commercial fully insured members with individual coverage having their ID cards mailed to other members. This was an isolated incident that impacted a relatively small percentage (less than 0.1%) of its more than 5 million Florida Blue members across the state. Florida Blue is not aware of any misuse of its members' personal information as a result of this system processing error.

In response to this isolated incident, on Aug. 30, 2023, Florida Blue mailed letters to impacted members notifying them about this processing error. As a precautionary measure, Florida Blue also provided impacted members with an offer to receive, at no charge, two years of identity theft protection and resolution services through Experian. Impacted members were provided with a new ID card and instructed to destroy the ID Card received through the July 18, 2023 mailing.

If members have any questions, they can call the toll-free number located on the back of their member ID card or call 1-800-FLA-BLUE.

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