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Commissioner

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Assistant Commissioner

# State of New Hampshire

Department of Administrative Services  
**DIVISION OF RISK AND BENEFITS**  
State House Annex, Room 412  
25 Capitol St., Concord NH 03301

**Catherine A. Keane**  
Deputy Commissioner

**Joyce I. Pitman**  
Director, Risk & Benefits

## MEMORANDUM

**FROM: Joyce Pitman, Director**  
**DATE: February 16, 2023**  
**RE: AllClear ID Identity Theft Protection Services Available at No Cost through Anthem**

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As you may recall, Anthem Inc. announced in February 2015 that it would provide all Anthem health benefit plan participants identity theft protection benefits. The purpose of this memo is to remind you that as participants in the State of New Hampshire Health Benefit Plan, all employees, retirees, and their covered family members are still eligible to take advantage of the identity theft protection services at no cost. Your eligibility for these benefits will continue as long as you are a participant in one of Anthem's nationwide health benefit plans.

Below is information about how to access the identity theft protection services and/or how to enroll in credit monitoring services. If you have not done so already, you are encouraged to take advantage of the two types of identity protection services available at no cost through AllClear ID:

**1. Identity Repair**

*This is available to you and your covered family members today. You do not need to enroll.* Through this service, an investigator will assist with recovering financial losses and restoring your credit. If you are concerned about identity theft, call AllClear ID for repair assistance at 1-877-736-4486, Monday-Friday 8am-8pm CST.

**2. Credit and Identity Theft Monitoring**

*Enrollment is required. There are no additional costs.* This service includes credit monitoring, identity theft monitoring, identity repair, identity theft insurance, and ChildScan for minors (under 18). Call AllClear ID to enroll at 1-877-736-4486, Monday -Friday 8am-8pm CST or sign up online at: <https://anthemcares.allclearid.com>. If you have questions about enrollment, contact AllClear ID directly.

Once enrolled, annual renewal is required to continue participation in the Credit and Identity Theft Monitoring services at no cost. You will be notified via email from Anthem and AllClear ID when re-enrollment is required.

All information you provide AllClear ID is stored securely and not shared with any third party for marketing purposes. For more information, click on the FAQ link found at <https://anthemcares.allclearid.com>.

This information is also available on Mobile Health under Benefits > Financial Wellbeing > AllClear ID. More information about Mobile Health can be found here: <https://das.nh.gov/documents/rmu/active/mobile-health-faq.pdf>.