



**of Tennessee**

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**\*IMPORTANT NOTIFICATION\***

**Health Research Insights, Inc., (HRI), Retained By Self-Funded Employer Groups**

**March 31, 2009**

In response to recent emails spreading throughout our provider community, this notice stands to reiterate the position of BlueCross BlueShield of Tennessee regarding the activities of Health Research Insights, Inc., (“HRI”).

Apparently at least one or more BlueCross BlueShield of Tennessee self-funded employer groups recently retained the services of HRI. These self-funded groups have **independently** contracted with HRI. We understand based on HRI’s website that HRI reviews historical claims data incurred by the employees of these groups in an effort to analyze billed services, and attempts to identify and recover significant overpayments HRI believes to be due to inappropriate billing practices.

This is a contract solely between HRI and an employer group. BlueCross BlueShield of Tennessee has **not** retained HRI and has **not** assisted HRI in any way with these reviews. Nor was BlueCross BlueShield of Tennessee involved in the employer group’s decision to hire HRI to perform these reviews.

As a reminder, in the event BlueCross BlueShield of Tennessee determines an audit of a provider’s claim payment is in order, corporate policy assures that written notification from BlueCross BlueShield of Tennessee is sent to the provider prior to beginning the audit process.

For more information concerning HRI, Inc., you can visit [healthresearchinsights.com](http://healthresearchinsights.com) and view the company’s “Frequently Asked Questions Regarding The Identification and Recovery Process” document.

At this point, BlueCross BlueShield of Tennessee is reviewing HRI’s activities and determining what, if any, action BCBST may pursue.