

About Equian

Services We Provide to Highmark Blue Shield

Equian is the largest vendor of post-payment recovery services in the United States. Equian has worked alongside health plans in all 50 states, servicing over 225 million health plan members. Highmark Blue Shield has selected Equian to help in recovering reimbursement on paid claims. A health plan's right of reimbursement refers to those instances when another insurance carrier may be responsible for payment of medical care you or your family has received. Right of reimbursement can be applied to many situations where a third party is liable for medical treatment. Examples include car accidents, workers' compensation claims, slip and fall claims, negligence claims or product liability paid claims.

Equian has contracted with Highmark Blue Shield to investigate if a third party is liable for one's medical treatment, and if so, to recover the money associated with those claims. This contract means we, Equian, has received the authorizations needed to view Personal Health Information (PHI) and they operate in compliance with all HIPAA regulations. As part of Equian's investigation process, you or your family member could receive a branded letter asking you to call in regarding an incident or paid medical claim. A service date and provider for one of the incidents or paid claims within the file will be listed on the letter. The listed treatment will correspond with an Event Number that will also be listed on the letter.

To respond to the inquiry, call the Equian Customer Care Unit at the phone number that is listed on your letter. Hours of operation are Monday through Thursday from 8:30 am-10:00 pm, Friday from 8:30 am-8:00 pm, Eastern Time. If you or your family does not respond to the letter after 14 business days, a second letter is generated. Up to three letters can be generated by Equian to you dependent on your response.



January 1, 2019

John Q. Laborer
123 Ninth St
Anywhere, PA 15000

Call 1-800-573-6101 Today
Important Claim Information Required
TDD/TTY 800-897-5772

RE: Health Plan: Highmark Blue Shield
Policy Holder: John Q. Laborer
Patient: John Q. Laborer

Dear Member:

Equian, an independent company, represents Highmark Blue Shield in the review of claims paid for medical services that may have been the result of an accident or injury. These efforts, on behalf of your health care benefits plan, help to manage health care costs. We need to obtain detailed information from you to determine if another party is responsible for the medical treatment provided to you or your family member.

Please respond regardless of how or where this injury or illness occurred. Your prompt response will be greatly appreciated, and will eliminate the need for future contact regarding this information. Please have the event number, listed below, ready for reference.

One of the Service Dates we are inquiring about:

Treatment Date: February 29, 2019
Medical Provider: Dr. Sam Provider
Event Number: PA-23495 - Please have this number ready

Please call our customer service toll-free at 1-800-573-6101
Monday – Thursday: 8:30 a.m. – 10 p.m. Eastern
Friday: 8:30 a.m. – 8 p.m. Eastern

You may also respond anytime at www.Equian.com,
select “Respond Online”, enter web code <Client_Field_4>,
followed by your event number PA-23495.

Thank you for your cooperation.

Sincerely,

Berry Hayes

Senior Vice President, Customer Service Department

Inquiries made by Equian on behalf of your health plan are in full compliance with the HIPAA privacy requirements.

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Highmark Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association

Equian is an independent company that provides subrogation recovery and coordination of benefit services for Highmark Blue Shield on behalf of your health plan.