

## HCI Client Testimonials

- “HealthCare Insight has prevented the payment of over \$5 million in inappropriate charges and fraudulent health care claims for our members. Without hesitation I would recommend the staff, management and services of HealthCare Insight for any organization considering the implementation of a fraud and abuse detection and prevention service.”
  - Michael De Chellis  
Operating Engineers Trust Funds
- “Information provided in HCI's fraud reports has identified multiple providers with questionable coding outliers. HCI reports are detailed and aid in pinpointing the precise questionable activity requiring additional review. Concentrated analysis of HCI data has enabled the Anti-Fraud Program to conduct more thorough provider investigations. The results? Changes in provider billing habits resulting in hard and soft dollar savings; better communication with providers regarding medical record and billing compliance expectations; and statistical evidence to support and justify case investigations.”
  - Mary Alice Garcia  
Molina Healthcare
- “HCI is a tremendous partner and does an outstanding job of securing our client's health care dollars against fraud and abuse. By eliminating these claims, HCI's clinical team secures both the client's health plan and the employee's lifetime benefit maximum. The ongoing fraud reports have been vital in allowing us to work with various state medical boards and PPOs to report and address fraudulent providers. HCI is a very responsive and forward thinking company. Not only are they on top of current fraudulent practices, but they are always on the lookout for new schemes as they develop. Everyone in our organization that works with HCI appreciates and values the partnership we have and enjoys working with their staff due to their professionalism, responsiveness and the proven results.”
  - Renee Haas  
Employee Benefit Management Corp.
- “The HCI system identifies claims that our system would never detect as fraudulent or duplicates based on how they were being submitted. Also, because the HCI system is on a prospective review basis, we see little provider disruption. Since the initiation of HCI, we have realized savings in the range of 5% annually. This is like free money to our organization.”
  - Kevin Potts  
Union Pacific Railroad Employees Health System

- “A few years ago, our organization signed a contract with HCI to provide a daily service called First Insight (now known as PhysicianClaim Insight). This daily analysis of our processed claims prevents overpayments of all types, and has reduced our paid claims dollars by an average of \$60,000 or more per month.”
  - Linn Baker  
Public Employees Health Program
- “After an exhausting and long drawn out search for a pre-pay fraud detection product, our SIU made the decision to go with HCI. Our decision was based on many factors, including: they offered a user-friendly product with the ability to review medical and dental lines of business, the fact that the product uses analytics and a staff that reviews all recommendations before they are sent to Humana, and their extensive fraud, waste and abuse (FWA) knowledge. It was our decision to implement the product in a three phase approach; first post-pay, then pre-pay and our ultimate goal of real time FWA detection. To date we have implemented the post-pay process and dental pre-pay. We are working towards our medical pre-pay implement date. We are extremely happy with our ROI and look forward to a successful implementation of medical pre-pay.”
  - Patty Weronka  
Humana, Inc.
- “Initially I was just looking for a fraud software program. I didn’t want anyone else to do the actual work; that was my job. Then I met the people at HealthCare Insight and my opinion completely changed. I realized they are an asset that supplemented our fraud efforts and allowed me to do the work of many more.”
  - Christina Sperry  
Dean Health Plan
- “Implementing HealthCare Insight’s service was a no-brainer. It adds to our credibility and gives us an advantage over our competitors. Our clients have saved an average of one to two percent each year.”
  - Jon Aubrey  
Ameriben / IEC Group
- “HCI provided forward thinking concepts. Prior to establishing our partnership, they listened to our many concerns and wanted to thoroughly understand our needs before committing. Regarding the output and work product, our investigators felt the HCI product and tools were far superior to other firms we reviewed.”
  - Jay Loden  
Kaiser Permanente
- “Before implementing HCI, we were paying for things we shouldn’t have been. We didn’t have the support or expertise that HCI has to back our claim disputes. Now our clients regularly see significant savings. We’ve saved our total customer base approximately \$75,000 per month using HCI’s PhysicianClaim Insight and FacilityClaim Insight products. It has really improved our relationship with our clients.”
  - Addie Fagan  
Shasta Administrative Services

- “Prior to engaging the fraud detection and prevention services of HCI, we found many vendors who did not match our expectations or measure up to the customer service level that we have set for our clients. HCI has been able to not only match, but in some cases even exceed, our expectations.”
  - Jeff Shepherd  
Tall Tree Administrators
- “I had used HCI with a previous company I worked for. When I came to Lovelace, I realized the third-party vendor being utilized wasn’t catching inappropriate billing patterns. I recommended HCI and we implemented them to review our retrospective claims. Even doing things retrospectively, we were still able to find patterns we were looking for. Their system is very user-friendly and flexible. We have been able to take advantage of all HCI services, which are proving to be very beneficial for us.”
  - Ruth Blea  
Lovelace Health Plan
- “I want to thank all of you who have helped me this year with HCI; you all have been very helpful, informative and great to work with. After being in the insurance industry for 35 years, I have to say I have learned a lot from working with HCI and I thought I had learned a lot already.”
  - Judy Davis  
Northwest Administrators
- “It’s very rare and refreshing to find a company whose business model is this strong and this devoted to providing real quality service to their clients. HCI goes to bat for the client and the patient to be sure the provider is being fair and just.”
  - Orlo L. “Spike” Dietrich  
The Ansley Group