



North Carolina General Assembly
House of Representatives
State Legislative Building
Raleigh, 27601-1096

Pricey Harrison

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November 5, 2009

COMMITTEES:

Appropriations
Appropriations Subcommittee on Natural & Economic
Resources, Vice Chair
Election Law & Campaign Finance Reform
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Environment & Natural Resources, Vice Chair
Judiciary I
Public Utilities

Environmental Review Commission
Energy Policy Council
Legislative Commission on Global Climate Change,
Co-Chair

The Honorable Roy Cooper
Attorney General
The State of North Carolina

The Honorable Wayne Goodwin
Commissioner of Insurance
The State of North Carolina

Dear Attorney General Cooper and Commissioner Goodwin:

In an apparent effort to maintain its dominance and control of the state health care market, BlueCross BlueShield of North Carolina has spent thousands of dollars asking policy holders to mail a pre-printed postcard to Senator Kay Hagan urging her to oppose health care reform and has engaged in automatic robo-calls urging policy holders to act. This is most troubling to me as a lawmaker and a North Carolinian. I have heard from a number of constituents who are equally troubled. I have the following specific concerns.

I am concerned that BlueCross BlueShield of North Carolina has violated the intent of the Do Not Call Registry by using the exemption requiring a prior business relationship to engage in political advocacy. These robo-calls had nothing to do with providing care to patients, but were instead used to advocate a specific political stance. I also believe BlueCross BlueShield has potentially broken the automatic dialing statute by not providing the contact information of the unsolicited caller in this recorded message. This lack of contact information appears to be in violation of federal guidelines surrounding automated calls as well.



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Attorney General Cooper

Commissioner of Insurance Goodwin

Further, given BlueCross BlueShield of North Carolina's preferred tax status as a tax exempt, not-for-profit, I am concerned that they have potentially violated their business charter by engaging in political advocacy. As a corporation that claims to deliver innovative health care products and services to its members, BlueCross BlueShield appears to be engaging in a blatant political campaign utilizing the premiums paid by their customers.

I would very much appreciate your respective offices investigating these issues for any potential violation of state laws or regulations.

Thanks for your service to our state.

Warm Regards,

A handwritten signature in cursive script that reads "Pricey Harrison". The signature is written in black ink and is positioned above the printed name.

Pricey Harrison