



Blue Cross
of Florida



Blue Shield
of Florida

INTER OFFICE MEMO

TO: Jim Williams AT: Purchasing DATE 03-11-75

FROM: Frazier Sinclair AT: Mail Operations

SUBJECT: Mail Operations' Goals and Plan of Action for FY' 76 Progress Report

The attached sheets have been broken down into each of our sections, 902, 903, 917 and 918. They reflect our goals of attainment for '76.

Our overall plan is to compile a booklet describing our mailing procedures and capabilities. This booklet will be sent to all departments.

With assistance from the Methods Department in arranging this booklet it will contain postal mailing regulations, postage rates, courier service, pick up times, certified and registered mail information.

Each Supervisor will be reporting to me on their attained goals every month and I will be reporting to you every ninety (90) days of the progress on the attainment of our goals.

Sincerely,

Frazier

JFS/mc

Department 902, Outgoing Mail

To have ninety percent (90%) of all outgoing mail processed for postal pick up within four hours (4 hrs.) of receiving from user departments.

At present seventy five percent (75%) is ready for postal pick up within the four hours (4 hrs.). By July 1, 1975 we will meet our goal of ninety percent (90%).

Plan Of Action

- A. With the recent purchase of our newest inserting machine and re-scheduled work we will achieve this goal.
- B. With the approval of three (3) additional Inserting Machine Operators.
- C. Re-schedule work hours.

To have the total one hundred percent (100%) of all outgoing mail to the Post Office within eight hours (8 hrs.) of receiving.

At this time eighty percent (80%) is to the Post Office within eight hours (8 hrs.). By July 1, 1975 we will have reached our goal of one hundred percent (100%).

Plan Of Action

- A. All Outgoing Mail employees will be trained on every piece of mailing equipment.
- B. With the assistance of the Methods Department we will put together a mailing booklet describing all mailing procedures. This booklet will be distributed to all company employees.
- C. All outgoing mail to be metered will be pre-sorted by weight by the Mail Distribution clerk on each floor before it is sent to the Outgoing Mail Department.
- D. Inter-Office mail and outgoing mail will be sent to the Outgoing Mail Department in separate buckets.

Department 902, Outgoing Mail (2)

- E. Outgoing mail will be processed as received hourly.
- F. Our new inserting machine and folding machine will help achieve this goal.
- G. Re-scheduling work hours.
- H. The addition of three (3) more Inserting Machine Operators..

A report showing progress of attainment of these goals will be given to the Assistant Manager, Frazier Sinclair, each month.

Department 903, Medicare Mail

To maintain an eighty five percent (85%) current status on Medicare "B" incoming mail received on Mondays by September '75. Also, to have no more than a five percent (5%) back-log every Friday afternoon by Sept.'75.

Currently we are processing approximately seventy two percent (72%) of the incoming mail received on Monday. From this point we will be improving on production and quality.

Plan Of Action

- A. By September '75 all problem claims will have been sorted and given to more experienced claim evaluators. This method will aid in eliminating errors.
- B. I have assigned a numbered stamp to each evaluator. This will enable me to know which evaluator has made an error and needs further training. I will also be able to establish production and quality standards.
- C. To familiarize the Section Leader more thoroughly with the sorting of claims, it is my intent to have them in attendance with Claims Examiners on the 16th. and 17th. floors.

A monthly report will be given to the Assistant Manager, Frazier Sinclair, outlining the progress made in obtaining these goals.

Department 917, Interoffice Mail Distribution

To deliver one hundred percent (100%) of all inter-departmental mail within two (2) hours of being mailed by user departments.

Currently we are delivering seventy five percent (75%) within the two (2) hours. By July 1, 1975 eighty percent (80%) will be delivered within two (2) hours, thus reaching one hundred percent (100%) by Jan. 76.

Plan of Action

- A. Mail clerks are now making eight (8) pick-ups and deliveries per day.
- B. Will make surveys beginning 03-10-75 to determine length of time necessary to deliver mail.
- C. Will begin timing buckets to determine length of time it takes a bucket to reach a floor.
- D. Now that additional buckets (record lift) have been received, each floor should keep at least three (3) on hand for sending mail to other floors.
- E. All clerks have been trained in the proper use of the Record Lift.
- F. Drop points will be set up on floors where possible.

We will reach our goal of one hundred percent (100%) two hour (2hr.) delivery by Jan. 1, 1976.

To deliver fifty percent (50%) of all morning incoming mail within two (2) hours to user departments.

Currently we are delivering forty percent (40%) of this mail within the two (2) hours time limit. By July 1, 1975 we will deliver the full fifty percent (50%) within the two (2) hour time frame.

Plan of Action

- A. Mail Distribution clerks are now making two (2) additional pick ups in the mornings.
- B. The Record Lift has begun operating one half ($\frac{1}{2}$) hour earlier
- C. Pick ups and deliveries have been re-scheduled.

To assist in having the total one hundred percent (100%) of all outgoing mail to the Post Office within eight (8) hours of receiving. At this time eighty percent (80%) is to the post office within eight (8) hours. By July 1, 1975 we will have reached our goal of one hundred percent.

Plan Of Action

- A. All outgoing mail to be metered will be pre-sorted by weight by the Mail Distribution clerk on each floor before it is sent to the Outgoing Mail Department.
- B. Pick-ups and deliveries have been re-scheduled to help achieve this goal.
- C. Record Lift operators and car drivers will be trained in mailing equipment to assist with the outgoing mail.

To send inquiries to all operating departments

Plan Of Action

- A. Send Headlines to all operating departments requesting a response as to how mail service could be improved. We would also instruct in the proper usage of the inter-office envelopes and buck slips.

A progress report will be sent to Assistant Manager, Frazier Sinclair, each week as to how we are obtaining our goals.

Department 918, Incoming Mail

To process ninety percent (90%) of all incoming mail for the receiving departments within eight hours (8 hrs.) of receiving.

Currently we are processing eighty percent (80%) within eight hours (8 hrs.). By July 01, 1975 we will have achieved our goal of ninety percent (90%).

Plan Of Action

- A. Incoming Mail clerks have been cross-trained and are capable of processing All types of incoming mail rather than one specific type; whereby we now have a steady flow of every type of mail being sent to all operating departments hourly.
- B. Sorting has been cut to a minimum. It is no longer necessary to sort into the categories of Blue Shield, Blue Cross, Checks and etc. the only sorting is to remove Name mail.
- C. Three (3) clerks begin work each day at 6:30 A.M. and prepare the mail to be processed by the Incoming Mail clerks, therefore eliminating any delay.
- D. Batching desks have been set up to prepare mail, which has already been date stamped, for hourly pick up. These clerks have at least two years (2 yrs.) experience in the Mail Department.
- E. Date stamps bearing a number have been issued to each Incoming Mail clerk; whereby we are able to give assistance to any clerk incorrectly preparing claims or correspondence.
- F. As each Incoming Mail clerk completes a tray of mail she notes the time of completion and at the same time, she takes another tray of mail. This log serves as a production standard for the department.

With the new work procedure we have instituted we will have reached our goal of processing ninety percent (90%) of all incoming mail within eight hours (8 hrs.) by July 01, 1975.

To have one hundred percent (100%) of all incoming certified and registered mail processed for the receiving departments within four hours (4 hrs.). Presently we are processing and delivering eighty percent (80%) within four hours (4 hrs.).