

quick connections

June 2, 2000

Get one-stop facilities services

Look for the Facilities and Office Services Division's new Web site launched on the BCBSF Intranet this week.

The site offers access to all services the division provides in one easy location, with many laborsaving features.

Included are all request forms currently on the Exchange system.

With the click of your mouse, you can request all of your facilities-related needs including:

- *travel;*
- *purchase and stock requisitions;*
- *food services; and*
- *real estate and building needs.*

Now, purchase requisitions totaling less than \$500 and all stock requisitions can be submitted on-line through the Web page with immediate acknowledgment of your order.

No longer will you have to send forms through the interoffice mail system. Simply complete the form on the Web page and send through the Exchange email system to the respective area.

Check it out!

Quick Connections is available online at Corporate Information/Blue Views on the company Intranet.



Members join Capitol rally

Sixteen Medicare & More members joined 110 other Medicare HMO plan members in an American Association of Health Plans sponsored rally at the U.S. Capitol May 17 to influence additional changes to Medicare+Choice legislation.

BCBSF representatives joined the Medicare & More members in meetings with several Florida congressional members, including two Senate aides, to discuss issues affecting Medicare HMOs. The event was part of BCBSF's efforts to seek relief from some of the costly and burdensome requirements passed as part of the Balanced Budget Act of 1997, which created Medicare+Choice. Many Medicare HMOs withdrew from the market in 1999 rather than participate as federally qualified plans.

Medicare & More members shared their positive HMO stories with the media and legislators. Of the experience, member Catherine Thorry said, "This is really democracy in progress, and I am really proud to be part of it."

Annual survey offers opportunity to air views

On May 22, BCBSF's annual communications survey was mailed to 2,500 employees at their home address. The survey offers employees an opportunity to provide feedback on the organizational effectiveness, job satisfaction indicators and communications. If you received a copy of the survey, please complete and return it by June 12. It's completely confidential, and your input is needed.

Prepare for hurricane season

Once again, hurricane season is upon us, and forecasters are predicting a busy one.

Anyone who has been under an evacuation order knows how important it is to be prepared before a storm hits. Here are some tips:

- Know where you plan to go if ordered to evacuate and the evacuation routes.
- Plan for pets, too. Remember that they can't go to shelters.
- Have your personal papers in order and stored in a waterproof container.
- Prepare a hurricane survival kit equipped with the essentials—a battery-operated radio, flashlights, battery-operated lantern, extra batteries, a first-aid kit, blankets/ sleeping bags, spare eyeglasses (if appropriate), tarps, hammer, duct tape and nails, work gloves and boots.

BCBSF operates an employee information line. Whenever a storm is imminent, call the line at 1-800-791-6062 for timely information on weather conditions, office closings and returning to work.

Honest difference of views and honest debates are not disunity. They are the vital process of policy-making among free men.

—Herbert Hoover



Customer Satisfaction



Market Leadership



Financial Strength



Public Understanding



Org. Effectiveness



Delivery Systems



National Association

Got News?

Quick Connections is published bi-weekly to provide you with timely information that supports our seven corporate objectives: customer satisfaction, market leadership, financial strength, public understanding, organizational effectiveness, delivery systems and the national association.

If you have newsworthy information relating to our seven corporate objectives, email us at Blue Views. Or call Beth Stambaugh at 904-905-3402.



BlueCross BlueShield of Florida

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Walgreens targets anti-ulcer drug use

This month Walgreens is introducing a program designed to educate members and physicians on the appropriate use of anti-ulcer medications. Walgreens' appropriateness of therapy program for Health Options patients is directed at prescriptions for medications such as Zantac, Tagamet, Axid and Pepcid.

As part of the program, Walgreens pharmacists will contact prescribing physicians to discuss a reduction of these agents from higher acute doses to the recommended lower maintenance dose and/or the generic alternative.

Because the program is voluntary, our members can choose whether to accept the recommended change authorized by the prescribing physician.

Group Underwriting Data Mart to roll out to GBUs

Getting critical information on renewing group clients got a little easier with the roll out of Group Underwriting's Data Mart. The reporting tool offers the BCBSF Group Underwriting Department easy access to accurate analytical information needed to make renewal and pricing decisions. The Data Mart has been available to Group Underwriting since its launch in January, with the goal of rolling it out to the Geographic Business Units (GBUs) in June.

For decision makers, getting information on enrollment, claims, medical expenses and other data when they need it is vital. The Data Mart cuts through the report ordering and distribution process. Users can view information on-line instantaneously. All health care product lines are seamlessly integrated. Detailed group level information available covers a 36-month period and standard pricing calculations are included. In addition to producing 20 different standard reports, the Data Mart enables users to create, view and print standard or ad-hoc reports locally.

"We can instantly gain access to reliable data when needed in telephone discussions and in meeting rush requests from our group clients," said one user. "The Data Mart has opened up an entirely new world of possibilities."

What's your perspective on *Perspectives*?

The editors of BCBSF quarterly employee publication, Perspectives, want to know what you think about the publication, the kind of information you want to see in it and how you prefer to receive it. So they wrapped the spring issue in a readership survey. Please take a moment to voice your opinion and return the completed survey by June 30. It counts!

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