

# quick connections

September 8, 2000

## Winn-Dixie goes Blue

*Winn-Dixie Stores Inc. has selected Blue Cross and Blue Shield of Florida (BCBSF) to administer its full-time associate health insurance plan beginning Jan. 1, 2001.*

*The grocery chain's self-insured plan covers approximately 45,000 employees, or about 90,000 members, making it our third-largest group behind the Federal Employee Plan and the State of Florida Employee Group. About 18,000 or 40 percent of Winn-Dixie's employees are located in Florida.*

*In selecting BCBSF to administer its plan, Winn-Dixie cited our:*

- *large preferred provider network;*
- *BlueCard program that enables members to get care through participating BCBS plans outside of Florida;*
- *electronic claims filing process; and*
- *national name recognition.*

*BCBSF will partner with Blue Cross and Blue Shield of South Carolina to administer the plan, which is entirely covered under the BlueCard program. BCBSF will enter claims into the BlueCard system. BCBS of South Carolina will process the claims and handle member customer service, while BCBSF will pay the providers and handle customer service activities related to providers.*

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



## Outlook 2000 to replace Exchange

The launch of Microsoft Outlook 2000 to replace our current Microsoft Exchange mail program and scheduler calendar system is planned to begin Sept. 28.

The Outlook mail program is similar to Exchange in appearance and function, with many new features. For instance, the Outlook Today window enables you to view your appointments, in-box and tasks for the day on one display window. Also, you can "flag" emails that need follow-up and view the first couple of lines in an email on your in-box screen. The calendar or scheduler, however, will be different. Training for secretaries and office assistants is under way.

To help other employees through the transition, Information Technology (IT) has scheduled introductory brown bag sessions. The Outlook 2000 brown bag sessions offer employees a high-level overview and preview of the new software program. There is still time to attend one of the free 30-minute sessions. For dates, times and locations, check the company Intranet. Go to Organizational Pages/Information Technology/IT News/Microsoft Outlook 2000. To sign up for a session, click on the date of your choice under Outlook 2000 Brown Bags.

For more in-depth training, speak to your manager. Training is available through Enterprise Integration in Jacksonville. The \$50 cost will be charged to your cost center. Training is scheduled for Oct. 3, 5, 9 and 13. The 90-minute classes begin at 8:30 a.m., 10:30 a.m. and 2 p.m. Registration ends Sept. 22.

Employees seeking training outside of Jacksonville should contact Sandy Fiedler

in south Florida (x174950); Carrie Kohn in central Florida (x80468); or Mike Alves in northwest Florida (x59232).

## Newest VO release debuts

Virtual Office (VO) unveiled its most technologically advanced version this week in south Florida. Release 2.3.2, which features electronic claims processing for simplified HMO products, was rolled out to 15 provider groups in Palm Beach County, covering approximately 5,000 members.

Virtual Office plans to roll out the new release in south Florida in stages, with completion in the South GBU scheduled for March 2001. Reflecting a commitment to continuous improvement and innovation, VO will fine-tune processes before each deployment.

Each VO provider is assigned a dedicated team of professionals to call with questions or problems. This team-based approach combined with advanced technological capabilities creates "high-touch, high-tech" relationships with providers.

New VO features enable providers to obtain eligibility and benefits information in less than 10 seconds. In 30 seconds, providers can obtain medical clearance to refer patients to specialists. Release 2.3.2 enhances our administrative effectiveness by electronically transmitting and processing claims in two to three minutes.

For more information about Virtual Office, visit the VO Web site on the corporate Intranet. Go to Corporate Information/Virtual Office or <http://hocweb.bcbsfl.com/VOProgramWeb/VO/home.html>.



Customer Satisfaction



Market Leadership



Financial Strength



Public Understanding



Org. Effectiveness



Delivery Systems



National Association

## Get a perspective on our members

Our corporate values say our members are our reason for being. The summer issue of Perspectives hit the company news racks last week with in-depth articles on how we are bringing our values to life.

Whether it's Phase III of the Public Understanding Campaign or an overview of a Medicare & More member's trip to rally Congress behind Medicare+Choice, Perspectives can help you better understand our members and our business.

Pick up your issue today!



**BlueCross BlueShield of Florida**

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## Got News?

Quick Connections is published biweekly to provide you with timely information that supports: customer satisfaction, market leadership, financial strength, public understanding, organizational effectiveness, delivery systems and the national association.

If you have newsworthy information for Quick Connection, email us at Blue Views or call Beth Stambaugh at 904-905-3402.

## VO provider satisfaction at 90 percent

A survey of 101 Virtual Office providers shows that 90 percent are “satisfied” or “very satisfied” with VO. Conducted by Public Opinion Strategies, Inc., an independent research firm, the survey was mailed in May to a randomly selected group of VO providers.

The providers were asked to assess various VO capabilities and services. Overwhelmingly, providers gave VO a thumbs up. Highlights include:

- 88 percent are “satisfied” or “very satisfied” with their ability to get information when needed;
- 90 percent are “satisfied” or “very satisfied” with support services provided by provider focus teams. In particular, providers show a high satisfaction rate with the provider liaisons assigned to their offices. A total of 93 percent are either “satisfied” or “very satisfied,” with 67 percent indicating they are “very satisfied.”
- 87 percent “agree” or “strongly agree” that information regarding patient eligibility and benefits is accurate;
- 91 percent “agree” or “strongly agree” that VO provides consistent patient eligibility and benefits information; and
- 88 percent “agree” or “strongly agree” that the medical clearance (referral) process is easy to use.

For full survey results, go to the Virtual Office Web site under Corporate Information on the company Intranet.

***The primary assets of a modern corporation leave the workplace each night to go home to dinner.***

**—Hudson Institute, *Workforce 2000***

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