

quick connections

November 3, 2000

NCQA's sole 'Excellent' in Florida

Health Options, Inc.-North, BCBSF's commercial HMO, is the only plan in Florida to receive the National Committee for Quality Assurance's (NCQA) highest accreditation status of Excellent. Introduced in 1999, Excellent status "is reserved for health plans that demonstrate superior clinical performance and customer service and meet all of NCQA's rigorous requirements for consumer protection, access, service and administrative excellence," according to NCQA.

Health Options-North is the only commercial HMO in Florida to achieve this distinction. The Medicare HMO product, Medicare & More, received a Commendable rating, NCQA's second-highest designation.

NCQA surveys consist of rigorous on- and off-site evaluations conducted by a team of physicians and managed care experts. To earn Excellent status, health plans must achieve scores consistently at or near the top 25 percent of all plans on a broad range of performance measures, such as immunization and mammography rates, advising smokers to quit, prenatal care, diabetic eye exams, claims processing, access to care and overall satisfaction.

For more information, visit NCQA's Web site at: www.ncqa.org.

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



United Way helps people we know

When we think about the United Way, we think of helping those who are less fortunate, people we often don't know. But did you know that your dollars often go toward helping your neighbors, coworkers, friends and family?

BCBSF employee Chris Sills is thankful the United Way was able to help her 7-year-old son, Christopher. After being diagnosed with learning disabilities and Attention Deficit Disorder, he was enrolled in Morning Star, a United Way-funded school. Now he is no longer withdrawn. Instead, he is self-confident and even made the A-B Honor Roll.

Christopher is just one example of a life dramatically changed by the United Way. You can be part of the solution by attending a rally and completing your pledge card. Your contribution can make a real difference in the life of someone in need. Maybe even someone you know.

Wanted: Community Champions

BCBSF is teaming up with the Jacksonville Jaguars to find employees whose community involvement has the greatest impact on the community.

The company will present Community Champion Awards to one BCBSF Jacksonville area employee and one Jaguar player who have demonstrated exemplary leadership in service to the community, working toward solutions to serious social problems for youth and/or health issues. Award winners will be recognized during pre-game activities at the Dec. 10 Jaguars game, and BCBSF will donate \$2,500 each to the charities

named by the two award honorees. Nonprofits must meet the guidelines of the BCBSF Charitable Contributions Policy.

To be eligible, nominees must submit documentation from a charity on its official letterhead describing the service of the employee, as well as the benefits and results of the employee's leadership efforts. The charity should identify what makes the accomplishments of this nominee more significant than that of other volunteers and can include number of people served, funds raised and hours served.

Nomination forms are available by emailing Blue Community Champions. Deadline for nominations and supporting documentation is Nov. 20.

Can you help the Food Drive?

The annual Food Drive is under way to help families in need for the holidays.

The food drive runs statewide from National Make a Difference Day, Saturday, Oct. 28, to National Family Volunteer Day, Saturday, Nov. 18. This is the first Blue Community Champions effort to support national days of service through one statewide community project.

Some 12 organizations will receive the food donations for distribution statewide. Nonperishable canned and boxed donations should be placed in the food receptacles available at each office location. Or, volunteer with your family at various food banks to help sort donations. Check out the Blue Community Champions Intranet site for more information. Go to Corporate Information/Blue Community/Our People/Volunteer Opportunities.



Customer Satisfaction



Market Leadership



Financial Strength



Public Understanding



Org. Effectiveness



Delivery Systems



National Association

Your vote counts

Elections are just around the corner, and undoubtedly health care issues will play a pivotal role in the outcome. For health care information related to the presidential and congressional races, visit www.BCBSHealthIssues.com. The site, developed by the Blue Cross Blue Shield Association, features coverage and transcripts of the debates and news updates. You can register at the site to stay informed of key national health policy issues and communicate with Congress members. You can even cast your straw vote for this year's elections from the Web site. Check it out!



BlueCross BlueShield of Florida

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Flu season is here: get immunized early

With winter on the way, it's time to guard against the flu. In Jacksonville, you can get your vaccination at the following locations for \$10, payable at the time of service (cash or check, please). Appointments are not necessary.

| Date | Location |
|-------------------------------|--|
| Nov. 7, 8 a.m. – 3:30 p.m. | DCC 3-1 Employee Health Services Clinic, ext. 53091 |
| Nov. 7, 1:30 p.m. – 3:30 p.m. | Carlton Bldg, 4th Floor, Conference Rm. H, ext. 53091 |
| Nov. 8, 8 a.m. – 2 p.m. | ROC Employee Health Services Clinic, ext. 16438 |
| Nov. 9, 8 a.m. – 10:30 a.m. | Corporate Plaza, Bldg. 5, Conference Rm. A, ext. 34632 |
| Nov. 9, 1 p.m. – 4 p.m. | FCC1-1, Employee Health Services Clinic, ext. 34632 |

Read office emails from home with Webmail

Now you can read your office emails from home without using Remote Access software.

Microsoft Outlook Web Access, also known as Webmail, is available to all BCBSF employees at no cost and with no software installation. Webmail is perfect for those who need simple features like the ability to read and send emails or view and create appointments on their calendar from home.

To connect to Webmail:

- 1. Open your Web browser and connect to the Internet. (Your Web browser must be Java-compliant and be able to support 128 bit Secure Sockets Layer connections.)*
- 2. Type webmail.bcbsfl.com into the address line.*
- 3. At the log in box, type in your BCBSF RACFID and press enter.*
- 4. On the next screen, type in your RACFID again and your current network password to view your in-box.*

When you have completed your mail activities, press the "log off" button on the lower left side of your screen. Then click the close button on the main Microsoft Outlook Web Access page. If you do not close out the program, the user session remains open until the time limit is reached, dramatically reducing the number of users who can access the program.

One thing I know, the only ones among you who will be really happy are those who will have sought and found how to serve.

—Albert Schweitzer

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