



# INTER OFFICE MEMO

**TO:** All Employees

**AT:**

**DATE** 8/9/84

**FROM:** Barbara Hunter *BH*

**AT:** Benefits Administration

**SUBJECT:** ORGANIZATIONAL REALIGNMENT AND NEW MANAGEMENT APPOINTMENTS

I would like to take this opportunity to announce an organizational realignment and new management appointments within the Benefits Administration Department. We have established a new unit which combines, under the leadership of one manager, the functions of our Quality Assurance and Consumer Research areas. This unit, entitled Quality Control and Analysis will facilitate our ability to analyze and monitor the quality of services we deliver to our publics and the perception of that quality by our publics. Jan-Jan Lam has been selected as Manager of our new unit.

Jan-Jan has been with Blue Cross Blue Shield of Florida since July, 1982 and began her career as a Corporate Research analyst. She has been with Private Business Operations since July 1983 as a Senior Consumer Analyst and was instrumental in the development of the Consumer Research area. Jan-Jan holds a Masters degree in Public Health with emphasis in Biostatistics from the University of South Carolina.

In addition to the above mentioned change, and in an effort to strengthen the relationship between our contract benefits analysis, Medical policy and Medical review functions, Level II Medical Review has been combined with our Benefits Administration and Training units. These areas are under the leadership of Lynda Dedmon who has been selected as the Manager of Benefits Administration.

Lynda has been with the Plan for over 14 years and has worked within Private Business Operations since December, 1977. Prior to her selection to this position, she has held the positions of Supervisor, Technical Support, Project Manager, Technical Systems and Support and most recently had primary accountability for the Private Business Claims Quality Improvement Project.

Lynda and Jan-Jan will both report directly to me and I know we can continue to count on your support for the various activities we conduct in support of our overall Corporate goals and objectives.

Thank you.

BH/jb