



INTER OFFICE MEMO

TO: All Employees

AT:

DATE 10/17/84

FROM: Ted Hedrick

AT: Private Business Claims

SUBJECT: MANAGEMENT APPOINTMENT - PRIVATE BUSINESS CLAIMS

With our continued efforts to improve the levels of service delivered in Private Business Claims, the following organizational change has been made, effective Tuesday, October 2, 1984.

Private Business Claims has had one Director responsible for all claims processing units. This hindered effective communication and coordination internally, with other Corporate divisions, and placed a tremendous burden on the single incumbent. To improve the Director's span of control and ensure improved service delivery, an additional Director position has been approved.

Spero Saxon, current Director of Private Business Claims, will now be the Director of Local Group and Direct Accounts. Spero has been the Director of Private Business Claims since June, 1984. Previously, he was Director of Manual Systems and Methods, and a Project Manager in Systems.

Tom Keane has been selected as the Director of National Account Claims. Tom has been with Blue Cross and Blue Shield of Florida for over 17 years. He has served this Corporation in several management positions, most recently as Interplan Program Coordinator, and the Manager of Private Business Operations Technical Support. Tom brings years of experience and dedication to his new position.

Please join me in congratulating both individuals in their new roles. A revised organizational chart is on the reverse side of this announcement.

TH:jer

VICE PRESIDENT
PRIVATE BUSINESS CLAIMS
TED HEDRICK

PRIVATE BUSINESS CLAIMS
OCTOBER, 1984

DIRECTOR
LOCAL & DIRECT ACCOUNTS
SPERO SAXON

DIRECTOR
NATIONAL ACCOUNT CLAIMS
TOM KEANE

DIRECTOR
TECHNICAL SERVICES & SUPPORT
BOB BATIE

MANAGER
LOCAL, NATL/
BASIC
P. DAVIS

MANAGER
MAJOR ACCTS
SERVICE
K. SMITH

MANAGER
MAJOR MED./
COMPREHENSIVE
J. RUST

MANAGER
SPEC. GROUPS
J. WARNER

MANAGER
FEP & WIRE
BUSINESS
R. JOHNS

MANAGER
SYSTEMS
SUPPORT
J. HALL

MANAGER
OCL/
OPERATIONS
SUPPORT
B. STRONG

- G. Langston
AMA
- Open
EOMB
- J. Jones
AMA
- J. Ghanayem
Blue Cross

- L. Macina
Publix

- C. Steward
Comp. II
- B. Davis
Comp. I
- R. Thompson
Major Medical

- S. Dobbs
State Group
- M. O'Brien
Pres. Drugs
- C. Ballinger
Motors

- E. Martin
FEP Claims
- B. Greene
FEP Suppl.
- S. Parker
Interplan
Claims

- B. Sandy
Project
Development
- Open
Technical
Support

- J. Monday
E. Williams
OCL
- W. Gorhau
Op. Supt./
Microfilm
Retrieval