



INTER OFFICE MEMO

TO: BILL BREHART **AT:** DBT **DATE** 8-2-85
FROM: Richard E. Warner *[Signature]* **AT:** 4T, Customer Service
SUBJECT: Management Appointment

I would like to take this opportunity to announce the appointment of Martha Aderhold to the position of Manager, Group Inquiries.

In this position, Martha is responsible for ensuring that all inquiries concerning Local Group, State Employees, and the Federal Employee Program are resolved in a timely, accurate, professional and cost effective manner in support of our Corporate goal of Superior Customer Service.

Joyce Bowman, the former Manager of Group Inquiries, has moved to P.P.C. as the Manager of P.P.C. Claims and Customer Service.

Martha joined Blue Cross Blue Shield of Florida, Inc., in 1966 and has held a variety of line and staff positions. She has served as Supervisor in Medicare B, Supervisor of Federal Claims, Supervisor of National Account and Claims, and Assistant Manager of Customer Service.

Martha has most recently served as coordinator of the Quality Management Program for Private Business Operations. Prior to this, Martha was assigned to various projects including supporting the State Group Improvement project and serving as project leader for the design, development, and implementation of the Quality In-Line Audit system. Her performance on this latter project resulted in an outstanding achievement award from the company. Martha may be reached at extension 6770.

Please join me in congratulating Martha on her appointment and in providing her with support in her new position.

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