



# INTER OFFICE MEMO

**TO:** To All Employees **AT:** **DATE** 10/28/85  
**FROM:** Charles R. Scott **AT:** Health Industry Services  
**SUBJECT:** ORGANIZATIONAL ANNOUNCEMENT - HEALTH INDUSTRY SERVICES

Over the past several months, we have continued to re-evaluate the role of the Health Industry Services Group in helping the organization achieve its business objectives. Out of this evaluation has come the realization that a critical need exists for an individual with a unique combination of talents and experience. As we continue to address the complex issues that will be facing the organization over the next several years, an in-depth understanding of the health care environment will be essential. This is especially true of the medical issues that will arise as we continue to develop programs that will assist our members to better manage their health care needs. Of equal importance will be our need to understand the business implications of these programs, both from our perspective and the perspective of others that are involved in the delivery of quality care to our members.


Because of these needs, the following changes in Health Industry Services are effective immediately.

Mike Jenkin, M.D., will assume the position of Vice President, Medical Program Development, reporting directly to me. Mike's training and experience as a physician, combined with his years of experience in designing and developing business systems to support the medical and business communities, make him uniquely qualified to help the organization in these critical areas. Mike's expertise will be utilized in support of a number of key issues which are critical for the ongoing success of the organization, including:

- Development of strategy for the HIS Group
- Support for the development of key corporate programs:
  - Purchasing of Hospital Services
  - Purchasing of Physician Services
  - Utilization Management Programs
  - PPO
  - Competitive Medical Programs
  - And other critical issues

Bill Johns has been named Director, Utilization and Benefit Management. In this role, Bill will have responsibility for all of the areas formerly reporting to Mike Jenkin. In addition, Bill will have responsibility for evaluating approaches to increasing the understanding of our members regarding the application of medical policy in our Utilization Management programs. Understanding and acceptance of these programs will be essential for our continued success in the marketplace.

Your support for Mike and Bill as they assume their new duties will be greatly appreciated.

  
CRS/dms