



# INTER OFFICE MEMO

TO: KAREN HUBER  
 FROM: Al Sloan  
 SUBJECT: MANAGEMENT APPOINTMENTS

AT: INT  
 AT: Market Segment Service Project and State Group Operations

DATE 7/10/86

I am pleased to announce that Bill McKnight has been appointed Manager of State Group Claims Processing and Customer Service Operations. Bill has been a member of the Florida Plan since December, 1983. His Plan experience includes management positions in Building Operations, Customer Service in both Walk-in Provider Information and FEP Telephone Information and most recently in PPO Claims Processing and Customer Service. Prior to joining the Plan, Bill held several progressively responsible positions with the Brevard County School Board. Bill received his Bachelor of Science degree from Florida State University in 1969. In his new position, Bill will be reporting directly to me.

Yvonne Suggs has been appointed to the position of Supervisor of State Group Claims Processing - Entry I, effective July 7, 1986. Yvonne has been with the Florida Plan for 17 years. Her most recent experience has been in the Customer Service Department as section leader of walk-in provider information and prior to that, she was the senior customer service representative for the telephone information area. In her new position, Yvonne will report to Bill McKnight. Yvonne can be reached at extension 8256.

Ruth (Ann) Patrick has been appointed to the position of Supervisor of State Group Claims Processing - Entry II, effective July 14, 1986. Ann has been with the Florida Plan since September, 1981. Her most recent experience has been Medicare Part B where she has held a supervisory position in claims processing for the past year and prior to that was supervisor of EMC support for Medicare Part B. In her new position, Ann will also report to Bill McKnight. Ann can be reached at extension 6310.

The level of management and technical skills of this new staff will facilitate our efforts in State Group to provide the optimum service levels for this critical account. The interpersonal skills that they possess will help to ensure the success of our Partners in Quality Change efforts to provide the best in service to our customers through the best in our people.

Please join me in congratulating Bill, Yvonne, and Ann and in providing them with your support as they assume the challenges of these positions.

Distribution: A - D