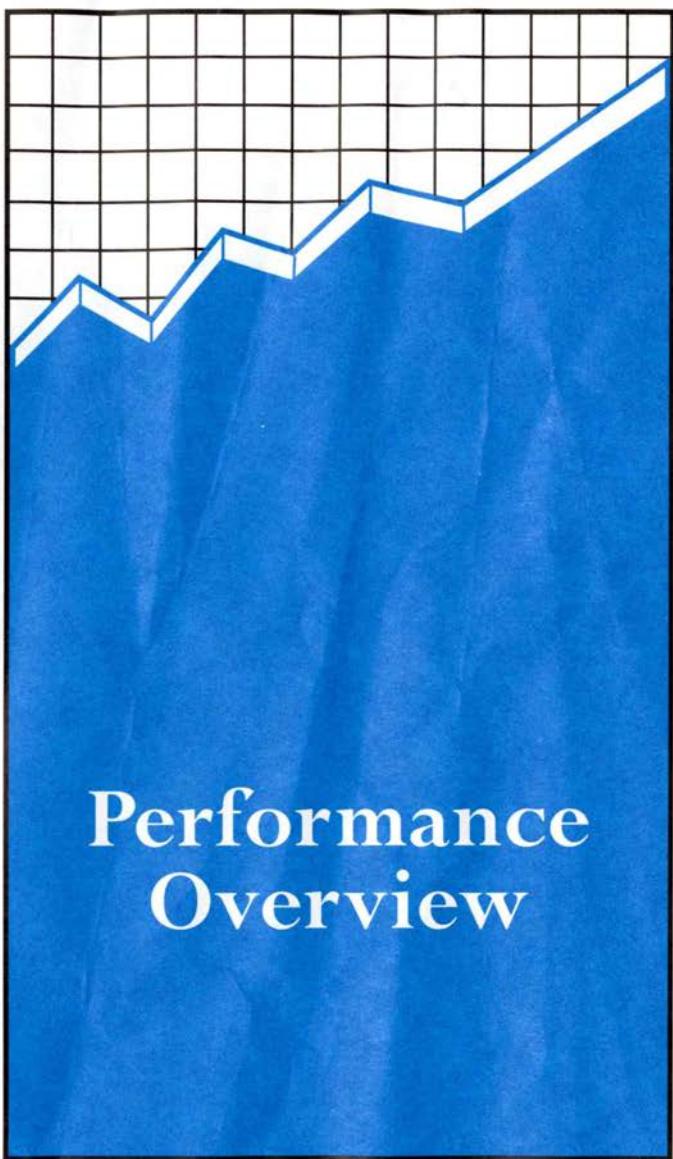




**Blue Cross
Blue Shield**
of Florida

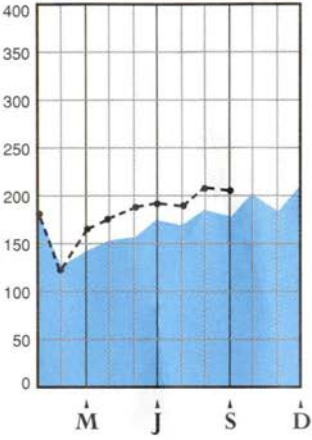
An Independent Licensee of the Blue Cross and Blue Shield Association.



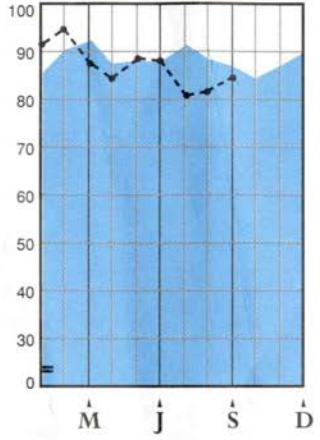
September 1995

LOCAL GROUP RESULTS

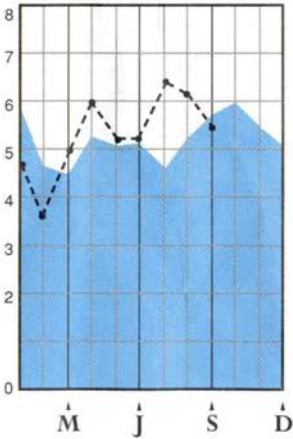
M Paid Claims Volume*



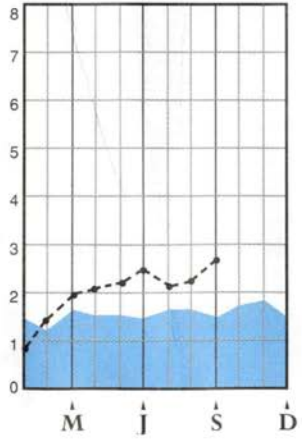
% Claims Processed in 10 Days



Cycle Time in Days

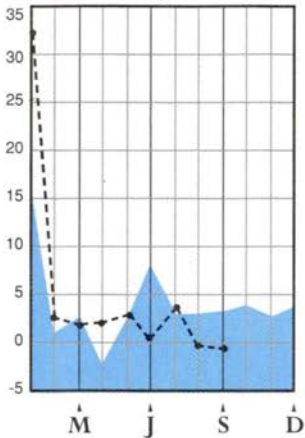


Days Work Claims on Hand

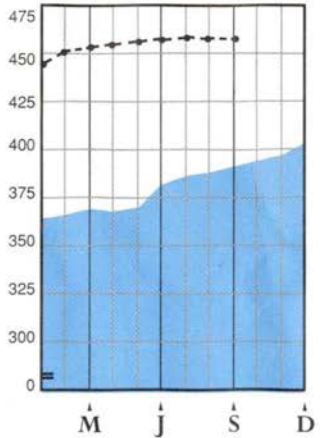


Contracts*

M Gain/Loss

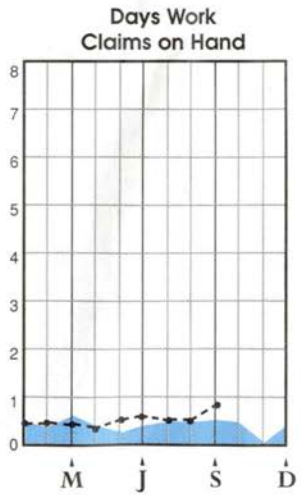
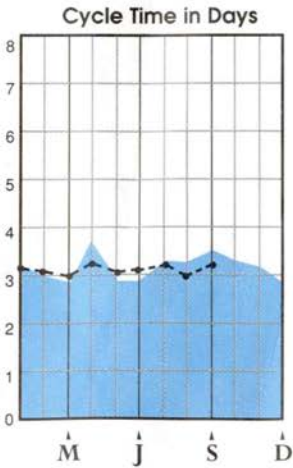
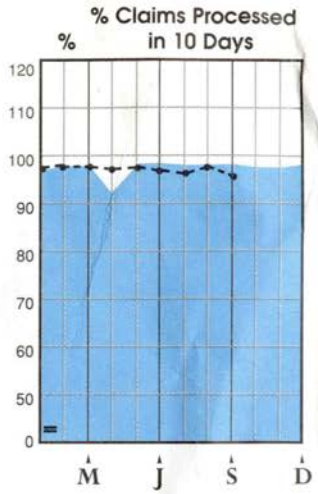
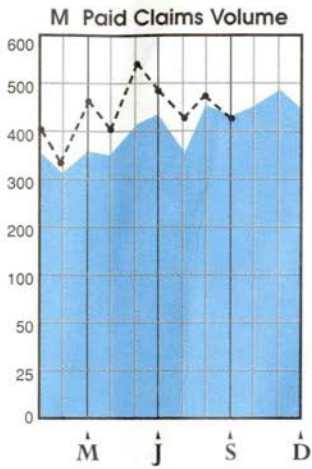


M Total

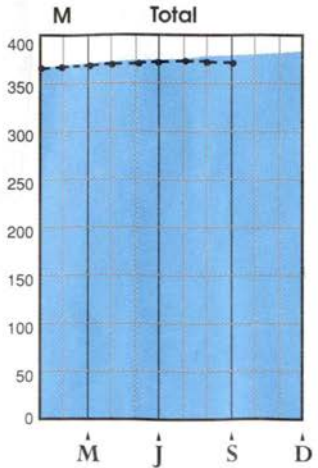
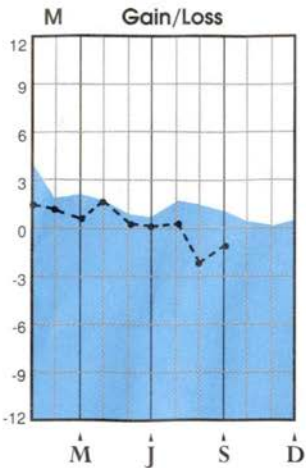


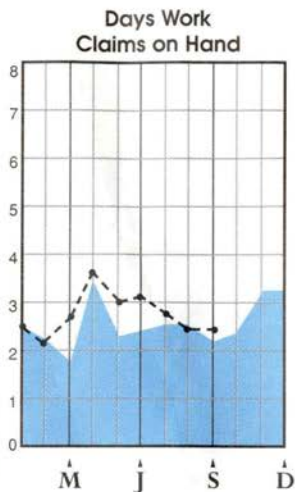
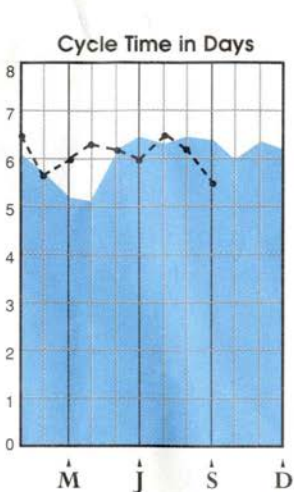
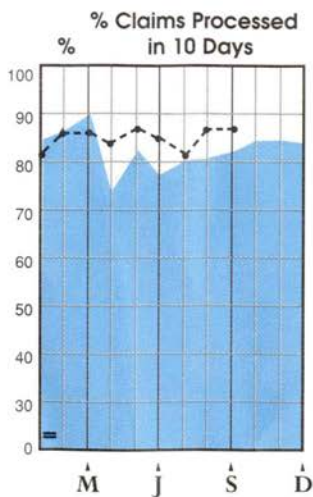
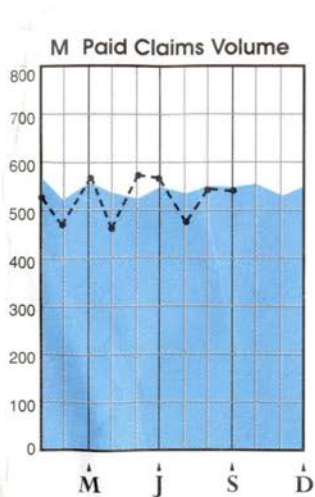
*Includes HMO contracts.

DIRECT PAY RESULTS

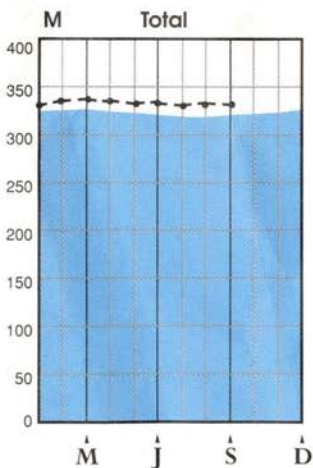
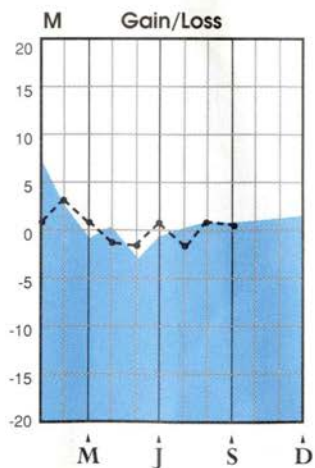


Contracts



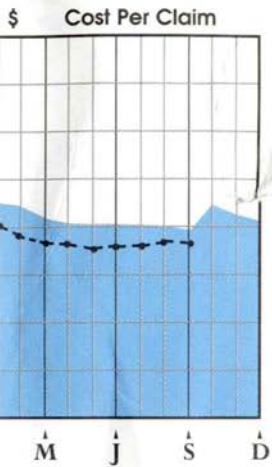
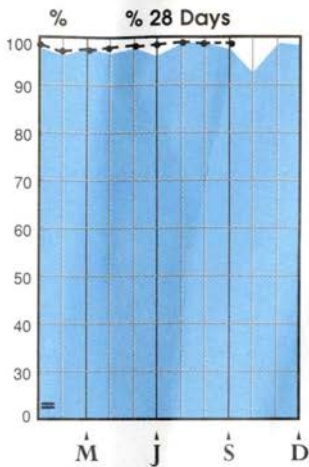


Contract

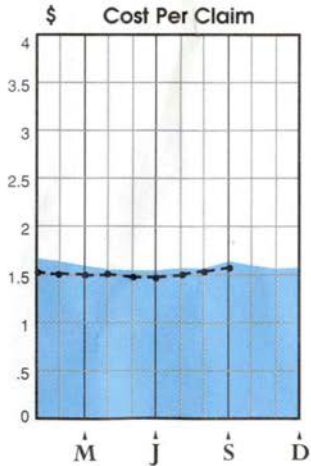
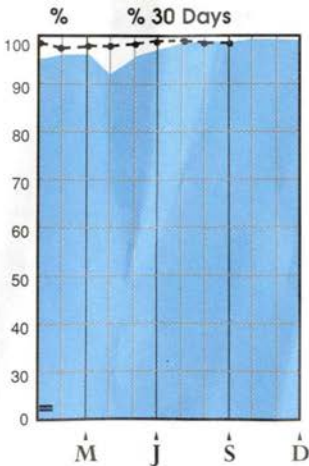


GOVERNMENT RESULTS

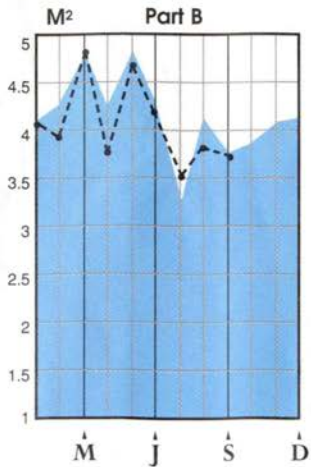
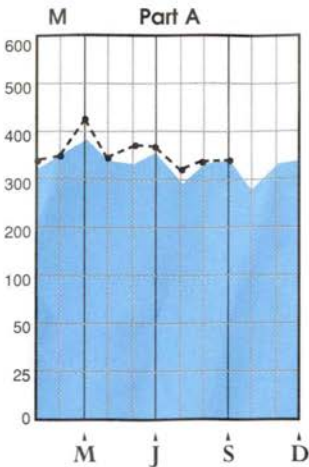
Claims Performance Medicare Part A



Claims Performance Medicare Part B

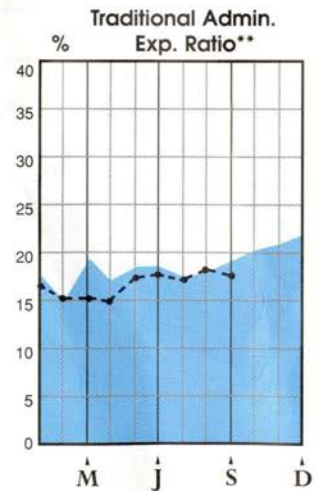
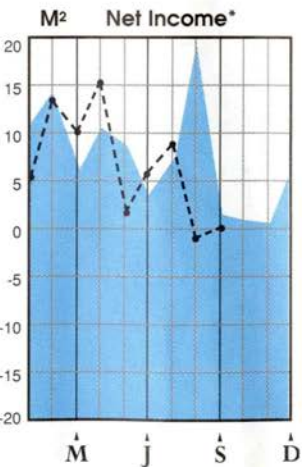
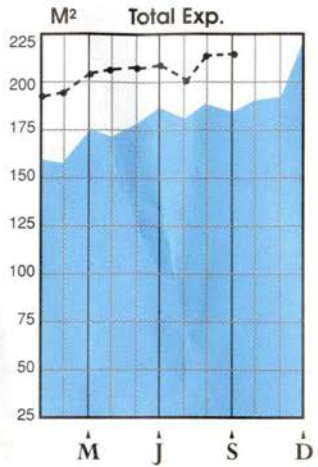
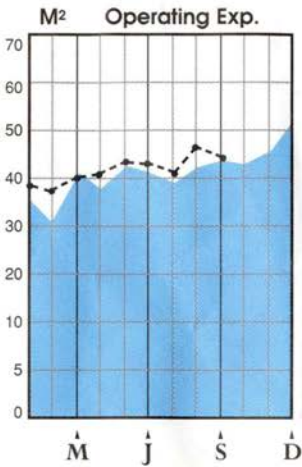
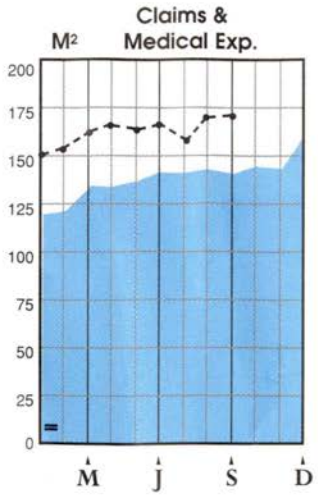
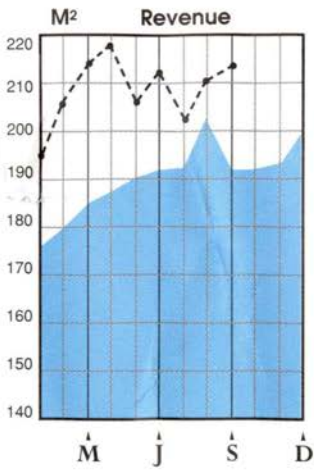


Medicare Volumes



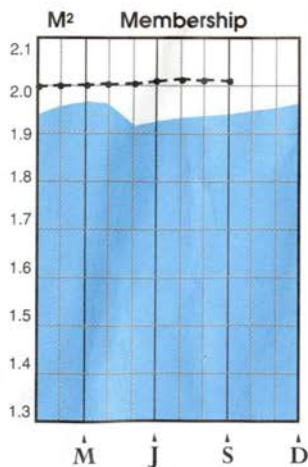
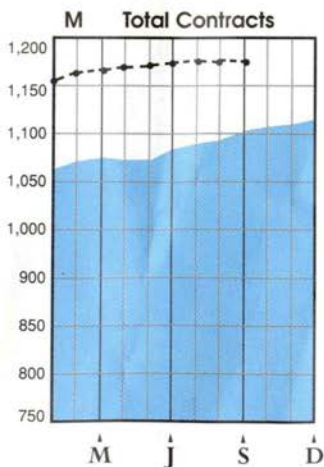
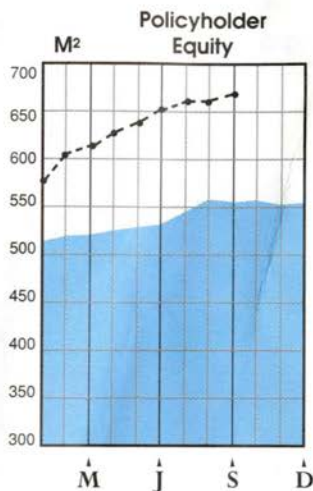
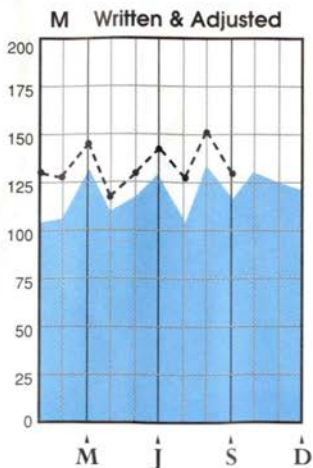
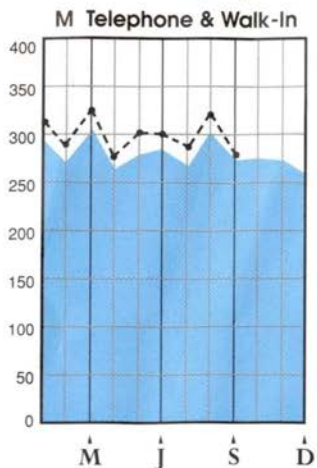
--- Florida Actual Performance - 1995
 Florida Actual Performance - 1994

M - March J - June S - September D - December



*Net Income includes investment income.
 **Does not include Government or subsidiaries.

CORPORATE RESULTS

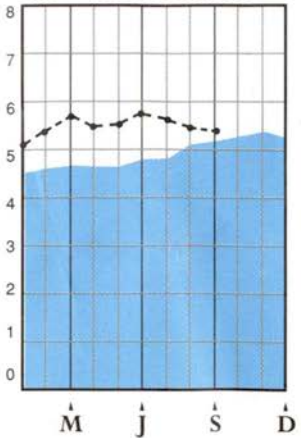
**Inquiry Performance Volumes***

*Processing volumes DO NOT include government inquiries.

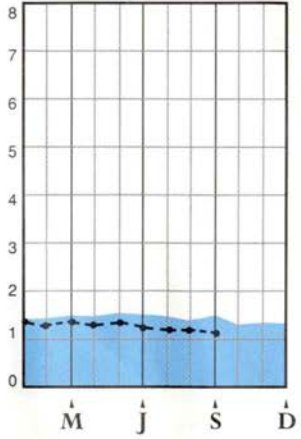
CORPORATE RESULTS

Actual FTE

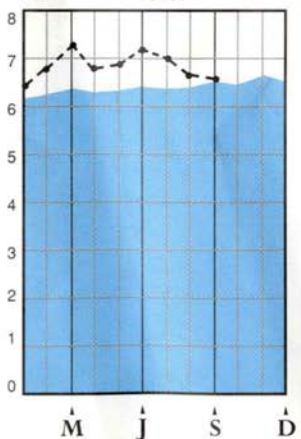
M Private Business



M Government



M Total



----- Florida Actual Performance - 1995
 ■ Florida Actual Performance - 1994

M - March J - June S - September D - December