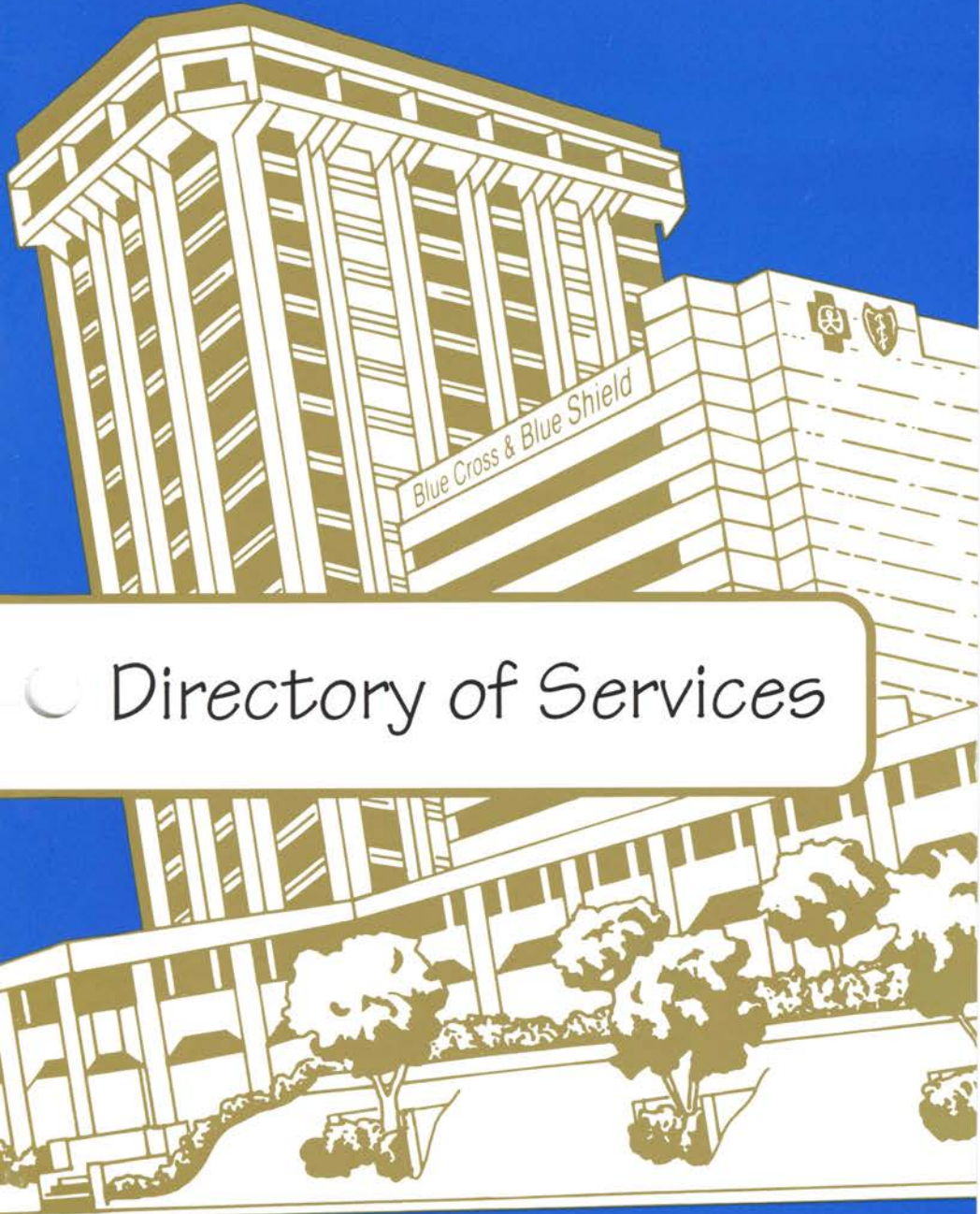




Blue Cross
Blue Shield
of Florida



Directory of Services

Facilities and Office Services Division

"PROVIDING THE FOUNDATION FOR CHANGE"

FACILITIES AND OFFICE SERVICES DIVISION

Director: 791-8487

Secretary: 791-6230

PURPOSE STATEMENT:

The Facilities and Office Services Division represents a group of diversified service support departments whose mission is to provide high-quality, low-cost and timely support services that will assist Blue Cross and Blue Shield of Florida and its employees in the achievement of their business needs, objectives and goals.

VISION:

The vision of the Facilities and Office Services Division is to be your choice for product and service excellence.

“ We hope that this directory of Services will provide you with a clear understanding of the service support functions available through the Facilities and Office Services Division and that it will offer an easy reference to assist you with your support requirements.”

— *The Facilities and Office Services Team*

I N D E X

A

Audio/Visual equipment reservations (HOC) 7

B

Barcoding 5
 Branch Office Mail (FCC) 5
 Building/Maintenance service requests (HOC) 7
 Building Occupancy Chargeback 9
 Building Services (FCC/Corp. Plaza) 9
 Building Services (HOC) 7

C

Cafeteria Menu (FCC) 7
 Cafeteria Menu (HOC) 7
 Car Rental 3
 Catering services (FCC) 9
 Catering services (HOC) 7
 Certified mail, Incoming/outgoing 5
 Chargebacks, Printing Dept./Copy Center 3
 Check signing 5
 Commercial transportation 3
 Consolidated mail 5
 Copy Center (FCC) 3
 Copy Center (HOC) 3
 Copy Center cost estimates 3
 Copy machine placement/control 3
 Copy requests 3
 Corporate events planning (HOC) 7
 Corporate Printing 3
 Courier services 11
 Custodial services (HOC) 7

E

Electrical (HOC) 7
 Emergency clean-up (HOC) 7
 Engineering and Building Services 7
 Envelopes/forms 3

F

Facilities Planning 9
 Facilities Services (FCC/Corp. Plaza/Field Offices) 9
 Food service/information (HOC) 7
 Food service questions/problems (HOC) 7
 Forms control 3
 Freight invoicing and chargeback 11
 Furniture assembly/repair (HOC) 7

G

Groundskeeping (HOC) 7

H

Hotel/motel accommodations 3

I

Incoming Mail 5
 Ink jet addressing 5
 Interior space floor plan design 9
 Inter-office mail distribution 5

I

(CONTINUED)

Inter-office memorandum distribution 5
 Inventory Control 11

J

Janitorial supplies 3

L

Lease negotiations 9
 Lease renewal 9
 Light replacement (HOC) 7
 Locksmith services (HOC) 7

M

Mail Services (FCC/Corp. Plaza) 9
 Mail Services (HOC) 5
 Materials Management 11
 Meeting room reservations (HOC) 7
 Metered mail 5

O

Office Space Plan 9
 Office space requests 9
 Office supplies (non-stock items) 3
 Off-site meeting reservations 3
 Outgoing Mail 3
 Overnight Express mail 5

P

Personal computers/acc. 3
 Pest control (HOC) 7
 Plumbing (HOC) 7
 Printing forms/cost estimates 3
 Printing requests 3
 Property management 9
 Purchasing 3

R

Real Estate and Facilities Planning Operations 9
 Real Estate Services 9
 Records retention 11
 Recycling (HOC) 7
 Renovations/reconfigurations 9

S

Shredding 11
 Shipping/Receiving 11
 Stock supplies/forms 11
 Strategic Planning support 9
 Supply delivery/courier (FCC/Corp. Plaza) 9

T

Temperature adjustments (HOC) 7
 Trash disposal (HOC) 7
 Travel and Meeting Services 3

W

Warehouse 11

PURCHASING AND SERVICES/ MAIL OPERATIONS

Purchasing and Services Administration is accountable for the direction and coordination of Purchasing, Printing, Travel and off-site Meeting Services, Mail Operations and the Copy Center. It is responsible for ensuring that all areas of the Corporation are provided these services and products in a timely manner at the lowest cost available and that they are of the best quality to meet our customers' business needs.

PURCHASING DEPARTMENT:

The Purchasing Department acquires goods and services for the Corporation through national and regional contracts, negotiated prices and the use of the bidding process. All requests for products not maintained by Materials Management should be initiated through the Purchasing area.

TRAVEL AND MEETING SERVICES DEPARTMENT:

The Travel and Meeting Services Department is responsible for making travel reservations for corporate employees. This includes airline reservations, car rentals and reservations for lodging. Reservations for off-site meetings are also coordinated through this area.

CORPORATE PRINTING DEPARTMENT:

The Corporate Printing Department is responsible for providing all areas of the Corporation with quality printed forms, brochures, etc. The area is capable of providing equal or better quality services as can be obtained from outside commercial printing companies at a lower cost. In addition, this area also assists in forms design and is responsible for the assignment of form numbers.

COPY CENTER:

The Copy Center supports the Corporation with all high-volume copying needs. An example would include high-volume copies of multi-page documents. In addition, all requests for copy machines throughout the state are coordinated through this area in order to obtain the best price and machine to meet the business needs.

.....D I R E C T O R Y.....

PURCHASING AND SERVICES/MAIL OPERATIONS

Manager: 791-8048

Secretary: 791-6223

Purchasing Department — Supervisor: 791-8049

- General office supplies 791-6225
(*items not maintained in Materials Management*)
- Envelopes/forms 791-8046
- Business equipment 791-8046
(*e.g., typewriters, calculators, etc.*)
- Building/janitorial supplies 791-8529
- Personal computers and accessories 791-8047

Travel and Meeting Services Department — Supervisor: 791-8050

- Commercial transportation 791-8210
- Hotel/motel lodging accommodations 791-8210
- Off-site meeting reservations 791-8210

Corporate Printing Department — Supervisor: 791-8370

- Requests for printing 791-6266
- Chargebacks 791-6266
- Status of printing requests 791-6266
- Forms control 791-6733
- Cost estimates of printing forms, etc. 791-6629

Copy Center — Supervisor: 791-6582

- Requests for copying 791-6582
(*e.g., manuals, memorandums for distribution, etc.*)
- Copy machine placement/control 791-6582
(*Home office and all field offices*)
- Chargebacks 791-6266
- FCC Copy Center 363-5783
- Cost estimates of all copy jobs 791-6266

PURCHASING AND SERVICES/ MAIL OPERATIONS (CONTINUED)

INCOMING MAIL DEPARTMENT:

The Incoming Mail Department is the main hub for processing incoming mail for distribution throughout the home office complex and off-site locations, including incoming branch office mail, certified and express mail and all inter-office mail. Informational memorandums are also distributed through this area.

OUTGOING MAIL DEPARTMENT:

The Outgoing Mail Department processes outgoing U.S. mail using electronic inserting and barcoding equipment. Addressing requirements for inter-office memorandum distribution and the coordination of special mailings are also handled in this area.

..... DIRECTORY

Incoming Mail

- Branch Office Mail (Incoming)..... 791-6786
- Certified Mail (Incoming) 791-6786
- Inter-Office Mail Distribution 791-6786
- Overnight Express Mail (Incoming)..... 791-6786
- Consolidated Mail (Outgoing) 791-6786

Outgoing Mail — Supervisor: 791-6233 Supervisor: 791-8550
 (6:00 a.m. — 4:30 p.m.) (2:00 p.m. — 10:30 p.m.)

- Outgoing Mail Control Center 791-6760
 (for information pertaining to the following:)
 - Check signing
 - General metered mail
 - Barcoding
 - Certified Mail (Outgoing)
 - Ink Jet Addressing
 - Addressing of inter-office memorandum distribution

ENGINEERING AND BUILDING SERVICES

Engineering and Building Services is accountable for providing building support services for a safe and comfortable working environment throughout the Home Office Complex. The functional areas making up this department include Engineering and Maintenance, Building Services and Food Services

ENGINEERING AND MAINTENANCE:

Engineering and Maintenance maintains all building operations on a twenty-four hour a day basis for the purpose of providing a quality working environment for every BCBSF employee. The primary responsibility of this area is the operation of the physical plant of the Home Office Complex, including maintenance to assure the structural integrity of the building and the efficient operation of all electro-mechanical equipment. Other responsibilities include replacement of light bulbs, keymaking and temperature control for the comfort of corporate employees.

BUILDING SERVICES:

Building Services provides day and night housekeeping operations in the Home Office Complex. Other functions include grounds-keeping, meeting room schedules, catering requests for meetings, requests for audio/visual equipment and the physical arrangement of interior furniture to meet user requirements. The disposal of corporate-generated waste materials, including the recycling of waste paper, is also a responsibility of Building Services. An additional function of this area is the management of a "Service Desk" which provides a central point to receive requests for all services performed by the three areas making up Engineering and Building Services.

FOOD SERVICES:

Food Services is responsible for coordinating cafeteria and vending services in the Home Office Complex, Freedom Commerce Centre and Corporate Plaza locations. Cafeteria services are provided on the third floor of the Home Office Complex, and on the first floor of Building 1 at Freedom Commerce Centre. The hours of operation for both cafeterias are 7:00 a.m. to 10:15 a.m. for breakfast, and 11:15 a.m. to 2:00 p.m. for lunch, Monday through Friday. Catering Services for departmental meetings, parties and lunches are also coordinated through this area.

.....D I R E C T O R Y.....

ENGINEERING AND BUILDING SERVICES

Manager: 791-6407

Secretary: 791-6229

Building Engineering/Maintenance — Supervisor: 791-6835

- Service Requests (HOC)..... 791-6421
- Replace lights (HOC)..... 791-6421
- Temperature adjustments (HOC) 791-6421
- Electrical/plumbing (HOC)..... 791-6421
- Locksmith services (HOC) 791-6421
- Furniture assembly/repair (HOC)..... 791-6421

Building Services — Supervisor: 791-8528

- Custodial (daytime HOC) 791-6421
(7:30 a.m. — 4:00 p.m.)
- Custodial (nighttime HOC) 791-8074
(4:00 p.m. — 9:00 p.m.)
- Trash disposal (HOC) 791-6421
- Recycling (HOC) 791-6421
- Pest control (HOC) 791-6421
- Groundskeeping (HOC) 791-8525
- Emergency clean-up (HOC) 791-6421
- Reservations for meeting rooms (HOC)..... 791-6421
- Reservations for audio/visual equipment (HOC) 791-6421

Food Services — Coordinator: 791-8717

- Food service/information 791-8717
- Corporate events planning 791-8717
- Customer service questions/problems 791-8717
- Daily menu (HOC) 791-6050
- Daily menu (FCC) 363-4161
- Request for catering services (HOC) 791-6421

REAL ESTATE AND FACILITIES PLANNING

Real Estate and Facilities Planning is responsible for managing the facilities and real estate assets of the Corporation. It coordinates and directs the duties of Real Estate and Facilities Planning Operations, Real Estate Services, Facilities Planning and Facilities Services at Freedom Commerce Centre.

REAL ESTATE AND FACILITIES PLANNING OPERATIONS:

Real Estate and Facilities Planning Operations is responsible for the administration of all Corporate office space planning which includes an annual office space plan and support of long range facilities strategies. Duties include the coordination of all requests for office space and related services in the Home Office Complex and field offices, property management (including performing and coordinating building maintenance) at Freedom Commerce Centre, 320 Riverside Avenue and Corporate Plaza at Deerwood. Additional responsibility includes representing BCBSF in dealing with landlords of other leased off-site locations in Jacksonville and throughout the state for services necessary to ensure building integrity and comfort for BCBSF employees.

REAL ESTATE SERVICES:

Real Estate Services is responsible for the management of all field office leases within Jacksonville and throughout the state. This includes site selection analysis and lease negotiation for newly-occupied office space, renewal or termination of existing leases and maintenance of existing leases.

FACILITIES PLANNING:

Facilities Planning is responsible for interior space planning at all Corporate facilities. Responsibilities include relocation of personnel and renovations/reconfigurations of floor space.

FACILITIES SERVICES AT FREEDOM COMMERCE CENTRE, CORPORATE PLAZA AT DEERWOOD AND OTHER JAX RELATED FIELD OFFICES:

Facilities Services at Freedom Commerce Centre is responsible for mail distribution (incoming and outgoing), and all delivery of stock and supplies, and building maintenance services at FCC, Corporate Plaza at Deerwood and all Jax related Field Offices.

.....D I R E C T O R Y.....

REAL ESTATE AND FACILITIES PLANNING

Director: 791-6756

Secretary: 791-8515

Real Estate and Facilities Planning Operations

Director: 791-6756

Supervisor: 791-6794

- Annual Office Space Plan for 791-6756
the Home Office Complex and Field Offices
- Facilities Strategic Planning Support 791-6756
- Request for all space and services 791-6756
within the Home Office Complex and Field Offices
(*Renovations, reconfigurations, etc.*)
- Building Occupancy Chargeback Administration 791-8542
- 320 Riverside Avenue Building Management..... 791-6794/8515
(*e.g., maintenance, vending, etc.*)

Real Estate Services — Director: 791-6756

Supervisor: 791-8293

- Lease Negotiation/Renewal/Property..... 791-8293
Management

Facilities Planning — Supervisor: 791-8342

- Interior space floor plan design 791-6756/8342
- Coordination of renovations/relocations/ 791-6756/8342
reconfigurations within the Home Office Complex
and Field Offices

Facilities Services at Freedom Commerce Centre (FCC), Corporate Plaza at Deerwood and other Jax related Field Offices

Supervisor: 363-4909

- Mail Services..... 363-4060
- Supply Delivery/Courier..... 791-6746
- Building Services 791-8515
- Catering 363-4608

MATERIALS MANAGEMENT

Materials Management is responsible for managing Shipping and Receiving, Courier Services, Stock Control, Warehousing, Records Retention and Corporate Shredding.

SHIPPING AND RECEIVING:

Shipping and Receiving processes all shipping and receiving transactions for the Corporation as well as maintaining control of freight invoicing and appropriate chargebacks. Additionally, all mail (including express mail) and packages to regional and branch offices throughout the state are processed by this area.

COURIER SERVICES:

Courier Services is responsible for the delivery of mail, packages, stock supplies and purchase order items to off-site locations within the city.

STOCK CONTROL AND WAREHOUSE:

Stock Control and Warehouse maintains the inventory for all paper stock, supply items and forms for the Corporation. This area is also responsible for processing and controlling supply order requisitions submitted by all departments within the Corporation.

RECORDS RETENTION:

Records Retention and retrieval is coordinated through this area. In addition to maintaining the storage of hardcopy, microfilm and microfiche records, this area provides record retrieval for the Corporation.

CORPORATE SHREDDING:

Corporate Shredding is responsible for the destruction and shredding of confidential material.

.....D I R E C T O R Y.....

MATERIALS MANAGEMENT

Manager: 791-6746

FAX: 791-6993

Courier Services and Shipping and Receiving

Supervisor: 791-6433

- Shipping and Receiving 791-6651
- Freight invoicing and chargeback 791-8630
- Courier services 791-6433

Stock Control and Warehouse — Supervisor: 791-6441

FAX: 791-6993

- Stock supplies, forms 791-6557
- Stock and Inventory Control 791-6434
- Records Retention 791-2237
- Shredding 791-2237

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.....OTHER
TELEPHONE.....
NUMBERS

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*A member of the Blue Cross and Blue Shield Association,
An Association of Independent Blue Cross and Blue Shield Plans*