

quick connections

Dec. 17, 1999

State Account Operations receives award from Governor

BCBSF's State Account Operations department received the "Florida Sterling Region II Quality Team Showcase" award on Nov. 16 in Jacksonville for excellence in administering the State Employees' PPO Plan.

The competition, sponsored by Florida Gov. Jeb Bush's office, recognizes companies and organizations demonstrating excellence in the process, design and outcome of a project or initiative.

Specifically, the BCBSF team received the award for monitoring and evaluating claims quality and productivity to enhance the administration performance of the State Employees' PPO Plan. With more than 207,000 covered members, the state group is BCBSF's second-largest customer. The company has been administering the PPO plan since January 1998.

BCBSF's team was commended for a 33 percent increase in claims processing and productivity; a 24 percent decrease in reworked claims; a 19 percent reduction in average operating cost per claim; and for exceeding all performance standards established by the state in administering the PPO health care plan. The state of Florida also benefited through the positive impact to the state trust fund for health care expenditures.

As the first-place winner in its region, the BCBSF team will compete for the statewide award in May.



BCBSF wins award for recycling efforts

Jacksonville Mayor John Delaney honored BCBSF for its recycling efforts with the Mimi and Lee Adams Award. The award has been presented annually since 1973 to individuals, businesses and organizations that make outstanding contributions to preserve and enhance the city's environment.

Credit goes to employees who take the extra few minutes each day to recycle. We have helped to keep 16 million pounds of paper out of landfills since 1993 when the company began weighing and recording the amount of paper recycled. The effort not only saves trees but millions of gallons of water and kilowatts of electricity that manufacturers would have used to produce new paper.

In addition to recycling paper, BCBSF plans to use reclaimed water to irrigate the Deerwood Campus Complex (DCC) by the end of next year. The Jacksonville Electric Authority, one of three companies that nominated BCBSF for the Adams Award, recognized us as one of the first large companies in Jacksonville to consider using reclaimed water for irrigation. Using reclaimed water can help preserve the aquifer.

BCBSF also was nominated for the award by Southland Recycling Company, which collects our recycled materials, and Marathon Equipment Company. Marathon supplies compactors and loading dock containers at DCC. The design of the new campus incorporated separate recycling compactors at each of the five buildings, making recycling collection easier.

Linking files or messages in Exchange can help save space

With our file servers short on space, learning how to conserve space is more important than ever. Attaching large files to email messages can slow computer performance and use space in the recipient's Inbox. One way to save space is to link files or messages in Exchange.

You can do this by placing large documents on a "common drive," one you share with your department, such as "I" or the public drive "K," and add a "shortcut" or link to the file in your email. The document stays on the common drive, but the person receiving the email can access it through the link.

Here's how: After saving the document to a common drive, compose your email. Choose "insert" from the menu, then "file." Select the document you want to send and click once on the button that says "Link attachment to original file." Then click the OK button and send.

You can also link large messages stored on the Public Folders of Exchange. The original file must be in a public folder in Exchange. Again, you would compose your email message and then choose "insert." When the menu comes down, choose "message." Select the message you wish to send and click once on the button that says "Link attachment to original file." Then click OK and send.

For more information on linking, check out the "Tip of the Month" on Information Technology's (IT) Intranet site.



Customer Satisfaction



Market Leadership



Financial Strength



Public Understanding



Org. Effectiveness



Delivery Systems



National Association

Health Options Connect name change official

Beginning Jan.1, 2000, Health Options Connect becomes the official name of the Principal Health Care of Florida business purchased a year ago. The name change is part of the purchase agreement signed 12 months ago and should have no effect on employees, members, agents or providers.

To ease the transition and minimize disruption to members, we used both the Principal Health Care of Florida and Health Options Connect names this past year. Employees should review their materials and files to make sure that the Principal Health Care of Florida name is no longer referenced.

Principal Financial Group, which is not related to Principal Health Care of Florida or Health Options Connect, continues to operate in Florida and sell indemnity (non-HMO) health care insurance products. They will continue to use the "Principal" name in sales and marketing materials.



BlueCross BlueShield of Florida

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Y2K END-OF-YEAR GUIDELINES FOR ALL EMPLOYEES

The end of the year is rapidly approaching and BCBSF has worked hard to be prepared for the transition to the Year 2000.

As a result, we feel confident that we will not experience any major problems with our business operations.

Our technical transition activities will begin on Thursday, December 30, 1999, and continue through the 3rd of January 2000.

Below are guidelines to assist you in preparing your workspace for Y2K and for returning to work on January 4, 2000.

E-mail

- Review all email in your Inbox and Sent Items. Delete those messages you no longer need - except for your Y2K correspondence. Be sure to empty your Deleted Items wastebasket.
- Review your personal folders and delete messages you no longer need and empty your Deleted Items wastebasket.

Personal Computers

- Save all files on your PC hard drive ("C") to your network "H" drive.
- It is critical to leave your desktop PC plugged in and powered on over the new year so that PC Support can address any problems that may occur over the weekend.
- On Desktop PC's, follow normal log-off procedures.
- On Laptops, follow normal shut down procedures.

Other Equipment

Leave copiers, printers, and fax machines powered on.

Know your area's contingency plans.

Discuss your area's contingency plans with management and clarify your roles and responsibilities should we encounter Y2K problems affecting "business as usual" processes. Provide your immediate manager with a telephone number where you can be reached during the holiday weekend.

Moving Into The Next Millennium

A large graphic featuring the number '21' in a metallic, 3D style with an orange outline, followed by 'st' in a smaller orange font. Below this, the word 'century' is written in a glowing blue, sans-serif font. The background is dark with a red and blue gradient.

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Y2K

We're all part
of the solution.™

Report To Work Guidance For January 4, 2000*

In the unlikely event the Y2K Hotline (1-800-791-6062) is unavailable and the Company is unable to record messages, use these basic guidelines in making a "report to work" decision for January 4, 2000.

- Only essential Y2K employees, building maintenance and security staff will be permitted in any building from midnight on 12/31/99 to midnight 1/1/00.
- If our offices have power, water, and sewer services, they will be open for business on January 4.
- If there are city-wide power, water or sewer outages, DO NOT report to work.
- If there are widespread telephone outages, DO report to work.
- If there are problems driving throughout the city (i.e., traffic signals are out, etc.), listen for public service broadcasts on local TV and radio stations. Follow the guidance provided by local or State Emergency Management Offices via major media. In Jacksonville, you may find this information on WOKV, 690AM on your radio.

Return To Work On January 4

- Check with your management to find out if you are in "contingency plan" mode or "business as usual."
- For "contingency plan mode," work with your management to implement contingency plans.
- For "business as usual," log on to your workstation. Test email, fax and print capabilities, open files or applications you will need to use, and report any problems to your management.
- Check out your systems and results. January 4 will be the first time that most systems process large volumes of transactions. Be alert for anything that appears unusual in your systems or data.
- Be aware that the first use of 2000 dates may not occur on January 4. For example, we may not encounter claims service dates in 2000 until the second week of January. Therefore, remain vigilant in your inspection of system results throughout the initial weeks of 2000.
- Management will consolidate all problems identified in the area and report them to the Help Desk at extension 18737, option 4.

We will be recording status updates on the Y2K Hot Line, 1-800-791-6062, after 12 noon on January 1. We encourage employees to call the Hot Line for the latest information.



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*Report to work guidelines do not apply to those employees who have been identified as Y2K essential and are participating in the transition activities.

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LEXIS-NEXIS replaces NewsEDGE as desktop resource

LEXIS®-NEXIS® Universe information service will replace NewsEDGE as the desktop information resource for all BCBSF employees beginning in January.

A premier source of worldwide news and information, LEXIS®-NEXIS® Universe offers more than 7,000 full-text sources, including newspapers, newsletters, magazines, trade journals, wire services, transcripts, SEC documents and corporate profiles.

Employees will have unlimited access to the service at the office via the corporate Intranet or at home via the Internet through the Business Research Information Center's (BRIC) flat-rate subscription plan. LEXIS®-NEXIS® will offer training and instructions on how to use the service.

With hundreds of full-text journals available electronically, employees who subscribe to these print magazines and journals may wish to consider canceling those subscriptions, BRIC staffers note.

Industry info at your fingertips

The Business Research Information Center (BRIC) will take another step toward becoming a "virtual information resource" when they launch their new Intranet website in January 2000. With assistance from the Web Solutions Group, the BRIC has put together an incredible array of information resources you will be able to access from your desktop.

BRIC has integrated many LEXIS®-NEXIS® information sources on the site. (See related story on LEXIS®-NEXIS®, our new information service, above.) With these sources, you will be able to search a huge collection of full-text electronic journals (including Harvard Business Review, National Underwriter, Modern Healthcare, Health Affairs and Training) and electronic newspapers (such as The New York Times, USA Today, The Washington Post and many Florida papers). You also will be able to easily find company information from sources like Standard & Poors, Disclosure and the Securities and Exchange Commission.

In the "channels" section of the website, employees can select a subject area of interest and find targeted online information from LEXIS®-NEXIS®, the BRIC book collection or Internet websites.

Look for the BRIC to showcase this capability at "Open Houses" beginning early next month.

Perspectives now available online

The online version of Perspectives is newly improved. To check it out, go to Corporate Information/Blue Views/Blue View's Programs/Perspectives. Among the articles in the latest issue are the results of the employee survey and a look at the company's approach to customer service.

Tak' a cup of kindness yet for auld lang syne.—Robert Burns

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