



Customer Service Caucus Agenda

Monday, July 20

- 10:00 - 4:00 Caucus Sessions
- 10:00 - 10:15 Welcome / Introductions
Deborah Johnson, Caucus Chair
Assistant Vice President, Member Services
Blue Cross Blue Shield of North Dakota
- 10:15 – 11:30 Plan Updates
- 11:30 - 1:00 Working lunch – Review the Agenda
Note: Lunch should occur within this time frame. Logistics TBD.
- 1:00 – 2:00 Plan Advisory Group (PAG) Updates & Discussion on FCR,
MTM, IPP, etc.
- 2:00 - 2:15 Break
- 2:15 - 3:45 Presentation – “Communicating Certainty During Uncertainty” by
Denise Kolpack, Vice President, Corporate Communications, Blue
Cross Blue Shield of ND
- 3:45 - 4:00 Evaluations / Giveaways
- 4:00 Adjourn

Tuesday, July 21

- 8:30 - 10:00 General Session
- 10:00 - 10:15 Break
- 10:15 – 12:15 Roundtable Discussions
- Blue Experience Metric (BEM)
 - Business Intelligence
 - Member Centric Plans
 - Cost Cutting Measures
 - New Technology in a Recession (Leveraging resources
between Plans)
 - E-Learning
 - Employee Retention
 - Recruiting, Hiring & Training
 - Employee Recognition
- 12:15-12:30 Evaluations / Giveaways
- 12:30 Adjourn



Wednesday, July 22

- 8:00 - 9:30 Roundtable Discussion
- Work From Home – update from Regence
 - Customer Service Blog?
 - Other/Wrap-up
 - Agenda Ideas for 2010
- 9:15 - 9:30 Evaluations / Giveaways
- 9:30 - 9:45 Break
- 9:45 - 11:30 General Session and Closing