

## **Blue Cross and Blue Shield of Oklahoma Media Statement**

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Blue Cross and Blue Shield of Oklahoma announced today it is restructuring service operations primarily to its **Federal Employee Health Benefits Program**. This will result in approximately 200 positions being reduced in Tulsa over the next six months. As the state's oldest and largest private health insurer, Blue Cross and Blue Shield of Oklahoma continually seeks ways to reduce operating expenses. With the current troubled economy and uncertainty of health care reform, it is especially important that Blue Cross and Blue Shield of Oklahoma streamline its processes.

The Federal Employee Health Benefits Program restructure will enable the customer-owned health insurer to centralize administration of this program, use company resources more productively and offer better value to its customers, who are facing very challenging times. Most of the positions will be relocated to a central federal employee claims and customer service center in Abilene, Texas, which is operated by Health Care Service Corporation of which Blue Cross and Blue Shield of Oklahoma is a division.

The Federal Employee Health Benefits Program restructure does not impact the claims and customer service Blue Cross and Blue Shield of Oklahoma continues to provide its employer group-sponsored and individual health care plan members.

Prior to taking this action, Blue Cross and Blue Shield of Oklahoma worked hard to find ways to cut costs, including reducing non-salary related administrative expenses. The health insurer will continue to scrutinize these costs to be sure it is a good steward of its customers' dollars.

Employees displaced by the restructuring changes will receive separation pay and access to various transition services, including training on resume writing, interviewing skills and proper networking, as well as other outplacement services as needed.

Blue Cross and Blue Shield of Oklahoma is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an independent licensee of the Blue Cross and Blue Shield Association. Health Care Service Corporation, doing business as Blue Cross and Blue Shield of Oklahoma, has a rating of A+ (Superior) from A.M. Best Company and is the nation's highest rated health insurer. BCBSOK has an AA- (Very Strong) from Standard and Poor's and Aa3 (Excellent) from Moody's Investor Service.