

Medical/dental plans

# Administrative changeover effective January 1, 1989

Effective January 1, 1989, Blue Cross of Western Pennsylvania (BCWP) and Pennsylvania Blue Shield will begin administering Piedmont's medical and dental plans.

"We will have the identical medical and dental plan we have now with Aetna, we'll just have a different carrier handling the administration of the plan," said Joe Wilson, assistant vice president-benefits administration.

USAir selected Blue Cross of Western Pennsylvania (BCWP) and Pennsylvania Blue Shield to administer the medical and dental benefits for the combined companies in the early spring of this year. In addition to USAir, BCWP also administers benefit programs for other large national accounts such as Westinghouse Electric, U.S. Steel, H.J. Heinz, Rite-Aid Discount Pharmacies, and Hershey Foods.

Coverage for USAir employees became effective April 1, 1988, and April 9, 1988, for Pacific Southwest Airlines employees. No changes in the plan of benefits for Piedmont employees will be implemented until after the actual operational merger date.

"We're starting the changeover to BCWP now because of the amount of time it is going to require to work out all the details. We want as little

disruption as possible in service to our employees," said Wilson.

In preparation of the January 1 effective date, each participating employee will receive a mailing in mid-December at his/her home address.

"Employees are encouraged to keep their home address up-to-date with the payroll department so that they will be sure to receive all the mailings," said Cheryl Scharff, manager-benefits systems and procedures.

The mailing will provide the group number, which designates USAir as a client of BCWP; the participant's identification number, which is the same as the social security number; toll-free numbers to call at BCWP to make inquiries; and information on where to mail the medical and dental claims. The new group number will be effective for any claims incurred on or after December 23, 1988. Participants will also learn when to expect to receive their individual identification cards.

Aetna will continue to accept and process claims until December 23, 1988. After that date, employees should send claims to BCWP. Claimants can continue to use the Aetna claims forms until they receive a supply of the BCWP forms at their homes.

The dental claims will be processed at the BCWP facilities at Camp Hill, PA, near Harrisburg, which is the largest center in the world and processes in excess of a quarter of a million claims per day. The medical claims will be processed in Pittsburgh.

"I would encourage employees to go ahead and submit any outstanding claims as soon as possible before December 23. We'd like to avoid a backlog of claims at Aetna before we change over to BCWP," said Scharff.

Aetna will also continue to verify coverage to providers of medical services such as doctors or hospitals, until December 31, 1988, after which BCWP will provide the verification.

"None of these changes will effect the health maintenance organization (HMOs) plans. We expect the HMOs to continue as they have in the past, subject to the normal contract review process," said Wilson.

Dan Holtz, senior director-

national accounts at Blue Cross of Western Pennsylvania and Pennsylvania Blue Shield, will be the company's representative at the BCWP facilities in Pittsburgh.

"We have created a designated administrative unit at our facility to serve the USAir Group employees exclusively," said Holtz. "Even though we will be dealing with a number of new Piedmont participants, we want each person to feel he/she is receiving individual attention and prompt service. Eighty-five percent of the claims we receive are processed within ten days, and we're going to make every effort to maintain that percentage."



Dan Holtz (left), senior director of national accounts at Blue Cross of Western Pennsylvania (BCWP) and Pennsylvania Blue Shield, and Carol Ferraco, director of the USAir administration unit at BCWP, plan for the changeover of the Piedmont medical and dental plans to BCWP on January 1, 1989.

## service awards

164

### 30 years

**Foster, Dick**  
Lead Avionics Mech., INT  
**Gray, Gene**  
Mechanic, ORF  
**Stover, Willie**  
Lead Cleaner, DCA

**McLaurin, Jeannie**  
Sr. Sta. Agt., ATL  
**Morales, Jose, Jr.**  
Sr. Sales Rep., DCA-C  
**Saleet, Phil**  
Sr. Instr., Sta. Trng., INT  
**Sellers, John, III**  
Sr. Sta. Agt., ATL  
**Starling, Karen**  
Rev. Auditor, INT  
**Stecker, John**  
Supvr., Line Maint., DCA  
**Steel, Judy**  
Flight Attendant, ORF  
**Tate, Ray, Jr.**  
Captain, B737, CLT  
**Triplett, Donna**  
Res. Supvr., INT  
**Walker, Deane**  
Flight Attendant, GSO  
**Williams, Carolyn**  
Flight Attendant, ORF

**Danielsen, Steve**  
Captain, B737, GSO  
**Dannelly, Chris**  
Dir., Quality Assurance, INT  
**Elswick, Mike**  
Sr. Sta. Agt., JAX  
**Garner, Crystal**  
Flight Attendant, ORF  
**Gilbert, Bill**  
Sr. Sta. Agt., ORF  
**Gill, Tad**  
Sr. Sta. Agt., ATL  
**Gray, Wayne**  
Sta. Supvr., JAX  
**Haas, Diane**  
Flight Attendant, CLT  
**Hall, Gary**  
Captain, B737, GSO  
**Holland, Tony**  
Lead Mech. (Auto), CLT  
**Houser, Earl**  
Sr. Sta. Agt., LYH  
**Jennings, Dorothea**  
Flight Attendant, MIA  
**Johnson, Candy**  
Flight Attendant, ORF  
**Lacquement, Carson**  
Captain, B727, GSO  
**Longo, Susan**  
Sr. Res. Agt., UCA  
**Marshall, Keith**  
Lead Flight Sim. Engr., CLT  
**Martin, Donna**  
Flight Attendant, ORF  
**McClellon, Ailene**  
Sta. Supvr., DFW  
**Mundy, Jenice**  
Captain, B737, BWI  
**Nelson, Steve**  
Sr. Sta. Agt., ROA  
**Remis, Ron**  
Captain, B737, CLT  
**Seifu, Bisrat**  
Sr. Engineer, INT  
**Shoaf, Macklin, Jr.**  
Lead Cleaner, INT  
**Sillman, Joan**  
Flight Attendant, CLT  
**Skinner, Mike**  
Captain, B727, CLT  
**Smith, Duane**  
Sta. Supvr., PBI  
**Spain, Johnny**  
Sr. Sta. Agt., OAJ  
**Tamer, Vickie**  
Flight Attendant, GSO  
**Williams, John**  
Captain, B737, CLT  
**Wood, Jeffery**  
Captain, F28, SYR

**Anderson, David**  
Flight Attendant, SYR  
**Arrington, Jeff**  
Sr. Lineman-GAG, ORF-FB  
**Austin, Bill**  
Captain, F28, CLT  
**Baucom, Bill**  
Cust. Svcs. Coord. GAG, INT-FB  
**Beddow, Diane**  
Sr. Sta. Agt., PHIL  
**Bell, Alan**  
Sve. Mgr.-GAG, EGY  
**Birdsong, Gil**  
Mechanic, INT  
**Blume, Roger**  
Captain, B737, CLT  
**Brondou, Simone**  
Sr. Sta. Agt., GSO  
**Buckner, John, Jr.**  
Mechanic, INT  
**Burt, Ken**  
Sr. Engineer, INT  
**Crossdale, Rick**  
Captain, B737, BWI  
**Dailey, Mike**  
Sr. Sta. Agt., CLT  
**Davis, Steve**  
Sales Rep., RIC-C  
**Dean, Paul**  
Captain, B737, GSO  
**Eanes, Paul, Jr.**  
Mgr., Internal Audit, INT  
**East, David**  
Sr. Sta. Agt., CLT  
**Edmonds, Billy, Jr.**  
Sr. Sta. Agt., CLT  
**Elliott, Ken**  
Captain, B727, CLT  
**Everhart, Denise**  
Sr. Sta. Agt., CLT  
**Foster, David**  
Second Officer, B727, CLT  
**Fowler, Gilbert**  
Sr. Lineman-GAG, EGY  
**Frawley, Ronald**  
Captain, B737, GSO  
**Garrison, Lee, III**  
Captain, B737, BWI  
**Gaskin, Karl**  
Sr. Sta. Agt., GSO  
**Getman, Robert**  
Mechanic (Auto), SYR  
**Goldman, David**  
Captain, F28, SYR  
**Goldych, Martin**  
Mechanic (Auto), SYR  
**Hendrix, Jim**  
Captain, B727, CLT  
**Henry, Janine**  
Sr. Sta. Agt., ROC  
**Hilton, Dennis**  
Mgr., Line Service-GAG, EGY  
**Huskey, Mary Ann**  
Sr. Sta. Agt., FAY  
**Jamison, Cary**  
Sr. Sta. Agt., MYR  
**Kessler, Bob**  
Captain, B737, BWI  
**Kowalski, Richard**  
Sr. Sta. Agt., TPA

**Lakeman, Nancy**  
Asst. Mgr.-EGY-GAG, EGY  
**Lawson, Robert**  
Captain, B737, CLT  
**Lemmon, Rod**  
Sr. Sta. Agt., CAK  
**Lempicke, Tom**  
Captain, B727, CLT  
**Lewis, Marvin**  
First Officer, B727, CLT  
**Logan, John**  
Captain, B737, BWI  
**Lonas, Bruce**  
Avionics Mech., GSO  
**Lucas, John**  
Captain, B737, BWI  
**Martin, Sam**  
Sr. Sta. Agt., CTO, ORF  
**McBee, John, II**  
Captain, B737, BWI  
**McKenzie, Rita**  
Acctg. Clerk, INT  
**Morton, Joe**  
Tech. Pub. Sr. Drtsmn/Illus., INT  
**Mullis, Mike**  
Sr. Sta. Agt., CLT  
**Neill, Bob**  
Captain, B737, GSO  
**O'Donnell, Thomas**  
Captain, F28, SYR  
**Oates, Ralph**  
Captain, B737, BWI  
**Parry, Bob**  
Captain, B727, GSO  
**Pate, Cynthia**  
Flight Attendant, GSO  
**Paterson, Jim**  
Captain, B737, BWI  
**Phillips, Ray**  
Avionics Mech., GSO  
**Platts, Hercules**  
Inspector, UCA  
**Powell, John**  
Captain, B727, CLT  
**Price, C.R.**  
Mechanic, GSO

**Roberson, Roger**  
Sr. Lineman GAG, ORF-FB  
**Rosen, Rick**  
Mechanic, GSO  
**Roland, Bonnie**  
Admin. Secretary, DAY  
**Ruby, Charlie**  
Mechanic, EWR  
**Sansone, Susan**  
Flight Attendant, SYR  
**Schrock, Derel**  
Captain, B727, CLT  
**Schultz, Bruce**  
Sta. Supvr., CLE  
**Shiflett, Ed**  
Captain, B737, BWI  
**Smith, Mary**  
Sr. Sta. Agt., SYR  
**Smothers, Johnny**  
Tech III-GAG, EGY  
**Stark, Robert**  
Captain, B727, GSO  
**Stauffer, John**  
Second Officer, B727, GSO  
**Stuart, Pam**  
Sta. Supvr., CLE  
**Testerman, Art, Jr.**  
Mechanic, DCA  
**Tillman, Tony**  
Mechanic, INT  
**Timm, Bob, Jr.**  
Sr. Sta. Agt., CLT  
**Venning, Charles**  
Captain, B727, CLT  
**Villarosa, Al, Jr.**  
Mechanic, LGA  
**Vinson, Lindell**  
Captain, B727, CLT  
**Whiting, Scott**  
Inspector, INT  
**Wildman, Fred**  
Captain, B737, CLT  
**Wilfong, Jack**  
Sr. Sta. Agt., ORF  
**Young, Barbara**  
Loan Officer, C/U, INT

### 25 years

**Edwards, Gerald**  
Fuel Quality Controller, INT  
**Howell, Barry**  
Mechanic (Auto), TPA  
**Lucas, Joe**  
Sta. Supvr., ROA  
**McGee, John**  
Lead Mechanic, GSO  
**Senick, Mike**  
Stock Clerk, INT

### 15 years

**Carter, Shawn**  
Sr. Sta. Agt., CRW  
**Dillender, Sam**  
Mgr., Pension Admin., INT  
**Dissen, Pam**  
Flight Attendant, BWI  
**Ellerbe, Tom**  
Sr. Sta. Agt., MYR  
**Harris, Wayne**  
Mechanic, INT  
**Lowery, Gary**  
Lead Mechanic, DCA

### 20 years

**Atkinson, Lois**  
Sr. Res. Agt., INT  
**Broadwell, Don**  
Captain, B727, CLT  
**Brown, George**  
Ground School Instr., INT  
**Caudill, Barbara**  
Rev. Auditor, INT  
**Caudill, Jerry**  
Sta. Mgr., DEN  
**Donald, Tommy**  
Sta. Supvr., ATL  
**Ferguson, Blaine**  
Sr. Sta. Agt., GSO  
**Foltz, Mary**  
Sr. Sta. Agt., CVG  
**Gibson, Greg**  
Pit. Chk. Armn., B737-300, CLT  
**Gray, Evelyn**  
Shift Supvr., F/A Sched., INT  
**Haynes, Bryan**  
Sr. Sta. Agt., AVL  
**Holland, Barbara**  
Flight Attendant, CLT  
**Hood, Beverly**  
Sr. Sta. Agt., MCO  
**Kinder, Jim**  
Sr. Sta. Agt., CRW  
**Knipple, Paul**  
Sr. Sta. Agt., SDF  
**Logan, Jean**  
Supvr., Data Entry, INT  
**McGraw, Chuck**  
Ground School Instr., INT

### 10 years

**Anderson, Terrie**  
Flight Attendant, ORF  
**Banks, Pat**  
Pilot Chk. Armn., B737, CLT  
**Bent, Tracy**  
Sta. Supvr., ORD  
**Boston, Susan**  
Flight Attendant, ORF  
**Carmin, Doug**  
Mechanic, MCO  
**Chandler, Charlie**  
Supvr., Line Maint., BWI  
**Clarke, Bruce**  
Captain, B737, CLT  
**Cox, Kathy**  
Flight Attendant, ORF  
**Coy, Jess**  
Sta. Supvr., LEX  
**Daniell, Ron**  
Captain, B737, BWI

### 5 years

**Able, Steve**  
Sr. Sta. Agt., CHS

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