

College Benefits Committee
Meeting Record
November 5, 2002

Members Present	Members Absent
Patricia Brooks	Ronna Austin
Tamara Duncan	Barbara Hayes Fulton
Dr. Martha George for Peggy Newman	Terry Kilpatrick
B. J. Higgins	Peggy Newman
Dr. John Hughes	Kim Velleca
Staci McPhearson	
Joyce Morgan	
J. B. Messer	
Dr. Charlotte Mulvihill	
John Sausins	
Dr. Jim Schwark	
Guest Speaker	Ex-Officio Members Present
Mike Knox	Larry Robertson
Jeff Miller	Carolyn Rouillard
	Karen Schmidt
	Elaine Svec

Agenda Items	
1.	PacifiCare – Mike Knox & Jeff Miller
2.	Other Business

Decisions/Actions/Plans	
1.	PacifiCare – Mike Knox & Jeff Miller A. Moto: “Caring is good, but doing something is better.” B. Ownership of Member Problems: “When you talk to a service representative, they take ownership of your problem.” Before you speak to a representative you are advised that you will have the opportunity to critique the representative via a survey after speaking with the representative. C. They are a full coverage carrier – one of the largest in the nation with 3.3 million people covered. D. Stock is up \$7 per share.
2.	Other Business – A.

Next Meeting Day/Date/Time: Tuesday, November 12, 2002, 3:00 p.m.
 Location: CU-7

Agenda Items	
1.	Unicare – Chuck Andolina
2.	Other Business