
News Release



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First Coast Service Options Achieves ISO 9001:2000 Registration For Quality Management Systems

JACKSONVILLE, Fla.—First Coast Service Options, Inc., (FCSO) today announced the company has achieved the prestigious ISO 9001:2000 certification for its Quality Management Systems (QMS). The ISO Registrar, QMI, a leading management systems registrar, made the recommendation following a recent audit.

ISO 9001:2000 is an internationally recognized quality management designation that certifies a company has a good Quality Management System (QMS) in place. The award certifies that FCSO has built consistent business practices around ISO quality criteria and applied those practices throughout the company.

“The ISO standards are a platform for continuous improvement that we have embraced as part of our company’s culture,” says Curtis Lord, chief executive officer of FCSO. “Our certification underscores our commitment to continuous process improvement and serving our customers to the best of our ability.”

In addition to the certification process, which took over two and a half years, FCSO will also be required to undergo regular surveillance audits to ensure the company is continually practicing quality standards and fostering mutually beneficial supplier relationships.

“ISO registration is a testament to the personal commitment our employees have to this company and our customers,” Sandy Coston, president of FCSO says. “We could not have achieved this milestone without the dedication each and every one of our employees has to continuous improvement and to uphold our company’s values: the right things, the right way.”

FCSO contracts with Centers for Medicare & Medicaid Services and the Blue Cross Blue Shield Association to provide quality Medicare administrative services to more than 3 million beneficiaries and the health care providers who care for them in Florida and Connecticut. Services include claims processing, customer service, education and outreach activities and functions that help ensure the integrity of Medicare program payments. One of the nation’s largest Medicare administrators, the company has more than 1,600 staff at the company’s headquarters in Jacksonville, Florida and field offices in Miami, Orlando, Tampa and Meriden. FCSO is a wholly owned subsidiary of Blue Cross and Blue Shield of Florida, and together they have served as a Medicare administrator since the inception of the Medicare program in 1966. For more information concerning FCSO, please see its Web site at www.fcsso.com.

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