



## NEWS RELEASE

### For Immediate Release

#### **BlueCross BlueShield of Vermont Selects NASCO as its Operating System Platform Partner** Expects Reductions in Administrative, Operational, Maintenance and Enhancement Costs

**Berlin, VT, and Atlanta, GA, Jan. 12, 2015** – BlueCross BlueShield of Vermont (BCBSVT) has initiated the largest project in its history to assure that it can serve Vermonters with products and services that are built on next-generation technology. The project, which will be completed in 2017, reflects BCBSVT's ongoing commitment in using technology to improve its efficiency and generate innovation, with a focus on health coverage for Vermonters.

The company announced today that it will transition to a new core operating platform provided by NASCO. NASCO is owned and operated by a number of Blue Cross<sup>®</sup> and Blue Shield<sup>®</sup> Plans, and it supports health coverage for more than 20 million Americans. NASCO's systems are known for unsurpassed performance, reliability and flexibility.

"Our new partnership with NASCO will assure that BlueCross BlueShield of Vermont can meet the changing needs of Vermonters for years to come," said Don George, President and CEO of the non-profit health insurance company based in Berlin, Vermont.

"It allows us to further enhance our best-in-class customer and member service and our efficient, industry-leading low administrative costs by adopting next-generation technologies, products and operations to best serve Vermonters in a reformed health care system."

BCBSVT initiated an industry-wide review of leading core operating platforms earlier this year. With the help of leading consultants, BCBSVT identified five industry-leading systems on which it conducted full, comprehensive evaluations.

"NASCO clearly is the system that is best able to meet our requirements," said Daniel Galdenzi, BCBSVT's Vice President of Business Technology and CIO.

"It provides us with speed to market for unique customers' needs; flexibility to customize our products; experience with the Blue Cross and Blue Shield system that assures our members' coverage across the country and the world; and a strong focus on operational efficiency and cost savings. Importantly, NASCO also shares the service-focused culture that is one of the defining characteristics of BlueCross BlueShield of Vermont."

NASCO is committed to maximizing customer performance through its unique shared-system environment and consistently high performance. With the ability to automatically adjudicate high percentages of all claims processed, NASCO allows its customers to achieve greater overall efficiency and maximize their operational performance.

"NASCO has grown tremendously over the years as we've continued to generate increased value for Blue Cross and Blue Shield Plans nationwide. We are now delighted to have BlueCross BlueShield of Vermont as a part of the NASCO family, and for that we are fortunate" said John Ladaga, President and CEO of NASCO. "Our product-based shared services model is helping Blue Cross and Blue Shield Plans deliver on their commitment to their members by driving economies of scale and leveraging shared investments and solutions. More Plans driving common solutions results in stronger and more superior solutions for all."

BCBSVT also announced that it will open a Technology Center in the greater Burlington area in 2015 to attract and retain employees with technology skills. The new technology-focused environment will foster



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innovation, help BCBSVT reduce administrative costs and support BCBSVT initiatives to develop new tools and services to enable members to become more knowledgeable consumers of health care. BCBSVT began planning for the transition to a new operating platform in 2014. Development work will take place in 2015 and 2016, and the platform will be tested and rolled out during 2017 -- with its full customer base deployed by Jan. 1, 2018.

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### **About BlueCross BlueShield of Vermont**

BlueCross BlueShield of Vermont is the State's only Vermont-based, not-for-profit health plan, providing coverage for more than 240,000 Vermonters. It employs about 400 Vermonters at its headquarters in Berlin, a branch office in South Burlington and its Information and Wellness Center in South Burlington's Blue Mall, and offers group and individual health plans to Vermonters. More information about BlueCross BlueShield of Vermont is available on the Internet at [www.bcbsvt.com](http://www.bcbsvt.com). BlueCross BlueShield of Vermont is an independent corporation operating under a license with the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

### **About NASCO**

Formed in 1987, through a partnership among several Blue Cross<sup>®</sup> and Blue Shield<sup>®</sup> Plans, NASCO provides information technology solutions designed to ensure that Plan members' insurance claims are paid accurately and efficiently. NASCO's Plan customers benefit from an integrated claims processing system, a highly configurable membership solution, and a multitude of performance-based services designed to improve operational efficiencies and reduce costs. Having processed over 1 billion claims, the NASCO Processing System is unsurpassed in the market for reliability, flexibility, scalability and operational performance. For more information, visit [www.nasco.com](http://www.nasco.com).

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