

INTERCOM

Upjohn

Volume 4, Number 2 June 1995

extra

On-line package steers drivers

Even though it's just reaching the streets, Upjohn's Online Driver's Guide is rolling up national recognition.

The software package, which will soon be available for the laptop computers carried by employees with company cars, has already been named a winner in the 1995 Awards for Quality Fleet Management Ideas contest. Only four entries were selected as winners in the nationwide competition sponsored by *Business Week* magazine and the National Association of Fleet Administrators.

The software is designed to make life on the road a bit easier for Upjohn drivers and cut fleet administration costs. It will eventually be available for the laptop computers carried by Pharmaceutical, Animal Health and Consumer Products sales representatives, Medical Sciences Liaison representatives and Clinical Research Associates.

"This software package provides the drivers with immediate access to almost all of their car-related questions right on their front seat," said Stephen A. Levine, Fleet Administrator, Corporate Purchasing. "Literally all the



information they could need will be right at their fingertips."

Using the software, drivers can readily figure out proper procedures for routine maintenance and emergency service. They can review company policies for its cars—and drivers. Though Levine hopes they never have to, drivers can even complete and submit a vehicle damage report using the Online Driver's Guide.

The guide was developed by a team that included Corporate Purchasing, a member of the sales force and a representative from Wheels Inc., the company that leases vehicles for Upjohn.

Because the Upjohn fleet includes more than 2,000 cars and trucks, even small time-savings for individual drivers add up quickly.

"If this software can save each driver just five minutes a month," said Levine, "it will result in significant productivity gains for the company."

Members of the team that developed the Upjohn Online Driver's Guide run the software package through its paces. Standing (l-r) are Chuck Dahlman, Corporate Purchasing, and Mark Reagen, Wheels Inc.; seated (l-r) are Maura Thursby, Primary Care Sales Specialist, Midwest Sales Region, and Stephen Levine, Corporate Purchasing.



PhoneSource adds two more transactions

Effective April 1, two more Phone Source (P.S.) transactions were added to the Employee Savings Plan electronic processing capabilities.

Active participants in the plan can now use P.S. to obtain an early loan repayment notice for outstanding loan balances. To be eligible to pay off a loan before its scheduled repayment date, you must have made payments on it for at least 12 months.

"This new feature is more convenient for participants because they can request an early loan repayment at any time of the month," said Judith A. Cotton, Corporate Benefits.

"Currently there's a three-week waiting period from the time you call until you receive the notice. We're working to

shorten this time. However, your deductions are stopped within 10 days of your request."

Participants who have separated from Upjohn will receive a settlement/deferral letter from Hewitt Associates, the Savings Plan administrator, informing them of their outstanding loan balance and how to defer or settle their account, Cotton added.

The second change enables inactive participants to make withdrawals from The Upjohn Savings Plan. This includes retired, terminated and disabled employees, PRTLOAs, QDROs and beneficiaries. This option is available only through P.S., Cotton said. Withdrawals may be subject to taxation.

□

➔ HRM claim process detailed; steps help move things along

You've addressed your Upjohn Group Plan medical claim to Health Risk Management Inc. (HRM) and dropped it in the mail box. What happens now? What can you do to speed the process? And when should you expect payment?

The HRM claims team receives 800 to 1,000 Upjohn claims a day at HRM's Kalamazoo office and handles them according to the following process:

1. Mail room employees open the claim and put it on microfilm for recordkeeping. They set claims in bins by date received and send them to data entry.

2. All relevant information is entered into HRM's computer system by data entry employees. The actual paper claim is then stored, and all further processing is completed using the electronic data.

According to Pattie Beukema, HRM medical claims supervisor, your claim will have a smoother ride to payment if you include:

- First, middle and last name of the employee;
- Social Security number of the employee;
- name of the patient, and
- patient's date of birth.

"When any of this basic information is missing, the claim can't be processed, or the claim processing is slowed down or the claim must be returned to the sender," Beukema said.

Also, Beukema said to mail your claims to:

HRM Claim Management Inc.
PO Box 4089

Kalamazoo, MI 49003-4089.

This address is printed on participants' gray medical identification card.

Make sure to clearly mark "paid" on the claim if the invoice has been paid. It's also best, she said, to have providers bill HRM rather than have the employee or retiree pay.

HRM is not set up to help active and retired employees in person with questions about how to submit claims. Call HRM (1-800-551-9165) first. If you can't resolve your problem, Mary Jo Asmus, Corporate Benefits, suggests contacting Corporate Benefits (616-323-6197). She adds that Kalamazoo-area retirees can get assistance by joining Golden Care (616-343-4653), a Kalamazoo organization that helps retirees with health-related questions for a yearly fee. Retirees outside Kalamazoo may be able to find something similar in their locale.

3. The claim may be automatically paid at this point if all basic information is present and correct; or

4. The claim goes to a claims examiner who finds needed information.

Seven examiners check claims. A claim may have arrived from an employee who hasn't submitted the Group Plan Information Form that came in last November's open enrollment packet. You need to include this form with your first 1995 claim or submit it before sending in your first claim. Or other information may be missing such as Medicare information or information on other insurance coverage for coordination of benefits.

Beukema said you are welcome to call HRM with

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Bettie Couch (seated), Kathy Brooks (left) and Sandy Wood are three of seven customer service representatives assigned to HRM's Upjohn claims processing team. The seven representatives talk about medical claims with approximately 25 active and retired Upjohn employees every day.

➔ Choices in financial planning highlight upgrade of Future\$aver

A Future\$aver upgrade, available in the fall, will offer a choice of three levels of personal financial planning:

- At-a-Glance Planning (takes less than five minutes) is intended for employees who want to do a little planning and determine if their savings strategies are on target. You enter minimal information to get a quick reading on how much to save to reach generally accepted financial goals;
- Quick Planning (takes from five to 15 minutes) allows you to include income from other sources and account for major expenses in

addition to Upjohn's plan; and

- Full Planning (takes at least 15 minutes) offers the most comprehensive analysis. This feature allows you to account for various sources of income, plan for unusual expenses (e.g., starting a business) and match the results against your anticipated needs.

The upgrade will include planning modules on asset allocation, Savings Plan, long-term care and funding for children's education. The actual date of availability will be announced in a future edition of *INTERCOM Extra*.

INTERCOM *extra*

Upjohn

CORPORATE COMMUNICATIONS

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AROUND THE U.S.

NEW YORK —

The largest-ever campaign to help those who suffer from obsessive compulsive disorder (OCD) is now under way, and Upjohn is part of it. The Obsessive Compulsive Foundation launched "Unlocking the Captive Mind" on April 19 in a satellite media tour. Emmy-award winning actress Mariette Hartley will appear in a series of public service ads that outline the symptoms of OCD and urge sufferers to get help. The campaign is supported by Upjohn and Solvay Pharmaceuticals, who jointly market *Luvor* Tablets, an OCD treatment, in the United States.

ST. LOUIS, MO. —

Louis C. Schroeter, Ph.D., formerly Corporate Senior Vice President and Assistant to the Chief Executive Officer, was posthumously awarded the Distinguished Service Award from the St. Louis College of Pharmacy's Mortar and Pestle Society, the college's most prestigious support group, on April 21. Accepting the award on Schroeter's behalf were his wife, Julann; his brother, George; his eldest son, John Louis; and his father, Clarence. Schroeter, who earned bachelor's (1952) and master's (1956) degrees from the college, retired from Upjohn in 1992. He died in 1994.

PORTAGE —

Upjohn has received a thank-you that will last for many years to come. Twenty-five local government agencies donated a beech tree to the company in appreciation for a \$10 million grant that Upjohn made between 1990 and 1994. That grant, administered by the Kalamazoo Foundation, was used for many infrastructure projects, such as road improvements, in the greater Kalamazoo area. The donated tree was planted on April 28 and now stands in front of Building 298, Upjohn's office complex in Portage.

NEW ORLEANS —

The Dermatology Foundation recently announced the recipients of its research awards. Among them was Rajesh Agarwal, Ph.D., of Case Western Reserve University (Cleveland, Ohio), who received the Career Development Award sponsored by The Upjohn Company Foundation. The awards help fund projects in dermatology research at universities or other dermatology research projects selected by the Dermatology Foundation.

BATTLE CREEK, MICH. —

Upjohn offered a hand to the needy recently with a donation of *Unicap* vitamins to the Food Bank of South Central Michigan. The company shipped about a hundred cases of assorted *Unicap* vitamins as part of the Food Bank's spring donation drive. The Food Bank is a United Way agency that provides emergency food and nutritional items to the needy through 215 charitable organizations in southcentral Michigan.

ST. LOUIS, MO. —

Raymond Dye, formerly Pharmaceutical Sales Senior Specialist, and his wife, Donna, were inducted into the St. Louis College of Pharmacy's Mortar and Pestle Society on April 21. Dye earned his bachelor's degree from the college in 1954. He retired from Upjohn in 1990 with 26 years of service.

TUC Employee Health Services expands appointment schedule

Employee Health Services, formerly Occupational Health & Safety, has expanded appointments scheduling for active and retired employees in Kalamazoo.

You can schedule clinic appointments between 8 a.m. and 4:30 p.m., Monday through Friday, by calling the numbers listed below. EHS will continue to handle urgent cases and emergencies at any time.

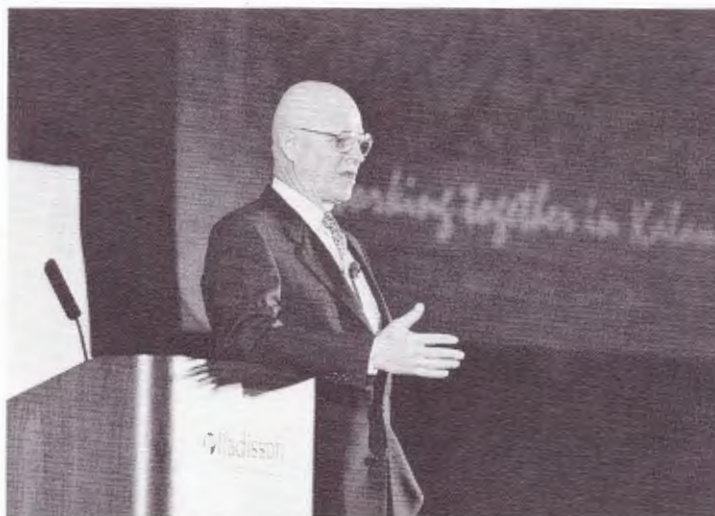
For general information, you can call the main desk of the Building 41 Clinic at 323-6241 between 8 a.m. and 4:30 p.m.

"Since we now see the majority of individuals by appointment, instead of as walk-ins, we hope active and retired employees will find this system helpful," said Evan Kokales, M.D., Director, Employee Health Services.

Kokales says your physician must order lab work, X-rays, mammographies, EKGs, pulmonary function tests or audiograms for you before EHS will perform the tests. Also, EHS needs 48 hours after completion of tests to process release of medical information.

EHS numbers for scheduling appointments:

| | |
|--|----------|
| Laboratory work | 323-7403 |
| Mammograms and X-rays | 323-6091 |
| Pulmonary and audio testing | 323-6207 |
| Minor health concerns, allergy shots, blood pressure monitoring and EKGs | 323-6241 |



HEALTHY FUTURES—Any vision of the future for a community must include a focus on health. That was the message from John L. Zabriskie, Ph.D., Chairman and Chief Executive Officer, to a cross-section of Kalamazoo County citizens at the Healthy Futures forum in Kalamazoo on May 12. Zabriskie and Carolyn Williams, chief probate court judge, are co-chairing the initiative, which seeks to improve the health status and therefore the quality of life for residents of Kalamazoo County. This can be done by better aligning existing financial, information and human resources to address health issues, from substance abuse to pollution, at their sources.

Retirements



MAHENDRA I. AMIN
Upjohn Laboratories
27 years



HARI K. BHARGAVA
Pharm. Mfg.
26 years



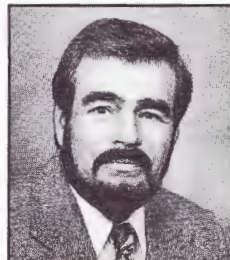
ROBERT C. BOWERS
Asgrow
28 years



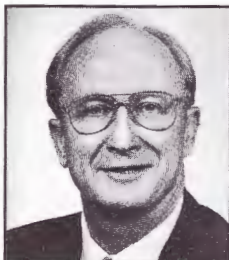
MARJORIE L. BULLOCK
Asgrow
19 years



JOHN L. COATES
Pharm. Mfg.
28 years



GALE L. CONGDON
U.S. Dist. Centers
20 years



WALLACE B. CLORE
IT
27 years



JO ELLA CROUSE
Finance
33 years



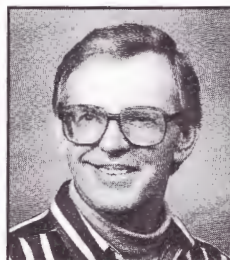
KIYOMI DARGITZ
OMS
22 years



ROSALINE Z. DENG
Asgrow
10 years



BERNICE M. FLINN
Pharm. Mfg.
26 years



DALE FONNER
Control
26 years



KARIN FORSLAD
Upjohn Laboratories
28 years



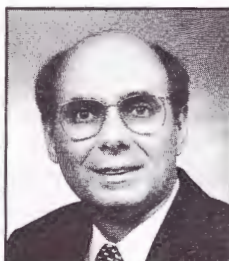
MELVYN FRIEDLAND
WW Marketing
27 years



DEAN L. GRIFFITH
Upjohn Laboratories
18 years



EVELYN V. HALL
U.S. & Can. Pharm. Ops.
31 years



GENE L. HANCOCK
Upjohn Laboratories
25 years



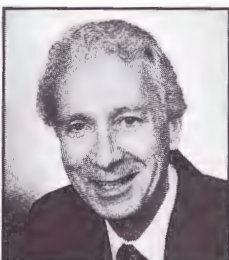
ESTELLE M. HARBOUR
E&M
15 years



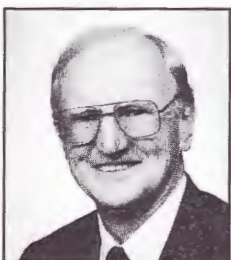
MARILYN J. HARDIN
Human Resources
29 years



NANCY K. HIRDNING
Pharm. Mfg.
25 years



ROYCE L. HOWARD
Pharm. Mfg.
29 years



JULIAN C. HOYLE
Asgrow
24 years



MELVIN R. HULBERT
Corp. Purchasing
30 years



C. MELVYN KERR
Pharm. Mfg.
34 years



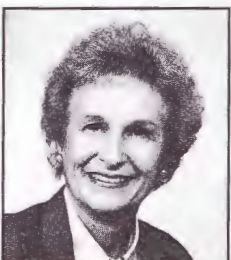
YVONNE J. KIEL
Corp. Purchasing
33 years



FRANCES A. KIMBALL
Upjohn Laboratories
21 years



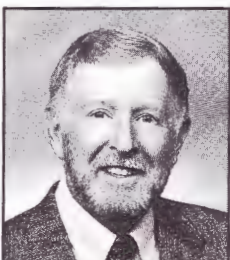
MILDRED M. KROSHINSKY
Legal
25 years



M. JANE LIERMAN
Agricultural Division
15 years



DAVID J. MCINNIS
Control
27 years



JOHN S. MOE
IT
24 years

Retirements



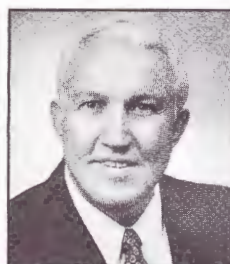
LEROY G. MORLOCK
Pharm. Mfg.
11 years



IDA M. PEARSON
Upjohn Laboratories
32 years



RICHARD C. PIPER
Upjohn Laboratories
19 years



BERNARD M. RODEE
Asgrow
34 years



KENNETH J. RYSENGA
Asgrow
27 years



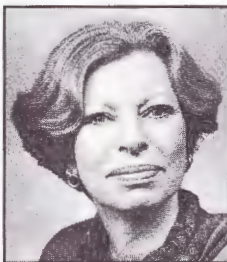
CARL H. SACKMAN
Pharm. Mfg.
28 years



JOHN N. SCHERMERHORN
Agricultural Division
34 years



WILLIAM W. SEELIG
Finance
29 years



CAROL A. SHERMAN
IT
20 years



WADE A. SIMS
E&M
28 years



JULIUS C. SLEZAK
Agricultural Division
25 years



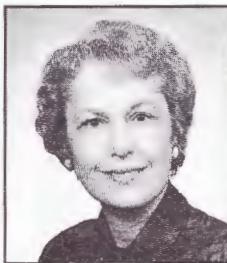
SALLYE L. SNOW
Pharm. Reg. Affairs
14 years



SHEILA A. SPEALMAN
Pharm. Mfg.
27 years



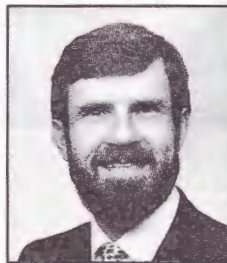
GORDON O. STANDISH
IT
28 years



ANNA M. STRYD
EHS
32 years



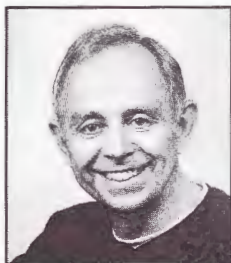
THOMAS N. STRYD
Finance
33 years



EDWARD P. STRZELINSKI
Upjohn Laboratories
27 years



ANTONI J. SZWAJA
E&M
15 years



ADRIANUS J. VANDERWIELEN
Control
19 years



LINDA J. VORICK
Control
21 years



HENRY J. VOSTRAL
Upjohn Laboratories
28 years



BEVERLY L. WEBSTER
EHS
13 years



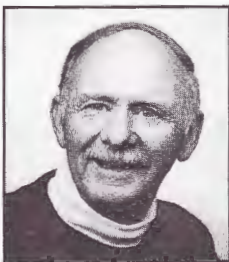
TODD E. WEDDON
Pharm. Reg. Affairs
28 years



BERNARD L. WESTRA
Upjohn Laboratories
25 years



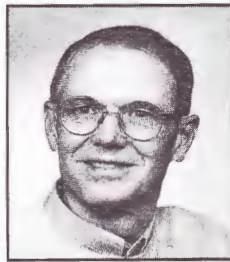
H. SPENCER WILCOX
IT
21 years



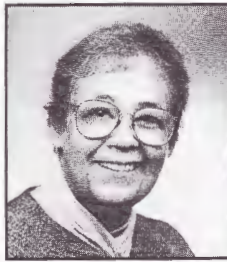
DAVEY J. WILLIAMS
Upjohn Laboratories
29 years



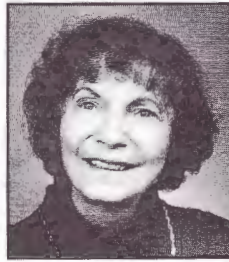
MAXIM R. WOLPERT
Pharm. Mfg.
28 years



FOSTER R. WOODWARD
Human Resources
21 years



DIANE D. WORDEN
Upjohn Laboratories
13 years



HELEN K. ZANT
Pharm. Mfg.
20 years

Service Anniversaries

Atlanta DC

Terry D. Klinec, 15

Consumer Products Marketing

Sally P. Melin, 15

Florida Sales Region

Andrea L. Tsikerdanos, 15

Great Plains Sales Region

R. Charles Lenz, 25
Richard D. Kennedy, 10

Mid-Atlantic Sales Region

Franklin L. Clarke, 25

Mid-West Sales Region

Robert R. Laird Jr., 25

North Haven Operations

Karl J. Lattig, 30

Northeast Sales Region

Brian Bretan, 30
John F. Medicus, 25

Northwest Sales Region

Marshall R. Dale, 15

Orlando DC

Jorge F. Sotolongo, 10

Pacific West Sales Region

Joseph A. Masnica II, 20
Robin E. Ferguson, 15
Mark J. Weibell, 10

Penn/Jersey Sales Region

Steven E. Schultz, 25
Mary M. Chatterton-Pervall, 15
Arun K. Jolly, 15

Portland DC

Norman Lee Roepke, 35

Southeast Sales Region

Hardin M. Tate Jr., 30
Marylinn H. Wooten, 15

Southwest Sales Region

Daniel C. Leon, 10
Sue E. Traylor Brown, 15

U.S. Gov't, Prof & Scientific Relations

Jerry C. Mueller, 30
Richard D. Foster, 25
John T. Mathis, 15
Dorothy C. Ouchida, 15
John M. Schaeufele, 15

Worldwide Animal Health

Jerry C. Moyer, 25
Frank J. Sartz, 25
John E. Hill, 20
Gerral L. Tucker, 20
Terry R. Cowan, 15

Rodney D. Miers, 15
Walter H. Ogburn, 15
S. Ethan Stooile, 15
James D. Versteeg, 15
James R. Brewer, 10
Mark J. Shaw, 10

Worldwide Medical Sciences Liaison & Scientific Affairs

M. Darrell Midgett, 25
William L. Moor, 25
Robert F. Rice, 25



➔ Capp Care controls cost of employee health care

Additional health care providers and hospitals have joined Capp Care, the Kalamazoo-area preferred provider organization (PPO) under Upjohn's medical Group Plans.

According to Mary Jo Asmus, Corporate Benefits, this means Kalamazoo-area employees have greater potential to reduce health care costs to themselves and the company.

"The advantages to using Capp Care providers include lower prices, no claim submission for the patient and no problems with reasonable-and-customary charges," she said.

More than 400 physicians, specialists, hospitals and laboratories are part of Capp Care, a PPO born from the Southwest Michigan Health Care Coalition. A PPO is a group of approved providers who meet stringent credentialing and

quality care requirements, agree to discount fees for their services and use other PPO providers when making referrals.

"Capp Care has strict quality standards that physicians must meet," Asmus said. "One of their claims to fame is that they have high quality providers."

Because Upjohn became affiliated with Capp Care just this year, data on the PPO's impact on medical benefit costs is not yet available. However, Asmus said, another coalition member has reported "definite savings" from their use of Capp Care, and Upjohn anticipates the same result.

Employees who are part of the Group Plans and want a PPO provider can call Capp Care at 1-800-937-2277.

HRM processing of claims shrinks to three weeks

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questions about your claim. Seven customer service representatives handle about 250 Upjohn-related calls a day. "We receive the most calls on Mondays, so it is a good idea to call on another day," said Beukema. "You'll save time." Calling before 10 a.m. or after 2 p.m. will help you avoid crowded phone lines. If you're checking the status of a claim and have no questions, use the automated system at the same phone number.

5. Approved claims go to the check disbursement area, and payment is mailed to you or the provider.

During the changeover from Metropolitan to HRM earlier this year, it took longer to process claims because of a backlog. Now you should get your check in about three weeks from the time you

submit the claim. According to Asmus, that time is standard in the industry and reflects the complexity of medical claims.

Some Upjohn claims get added scrutiny, according to Beukema. Four percent of claims are audited for accuracy from a random selection of all claims processed.

"The audits will help us make sure that we provide Upjohn with the best claims service possible," Beukema said.



If you're a Network/Choice member, routine eye exams must be performed by an in-network optometrist to be covered.

Referrals to ophthalmologists should only be made for medical conditions such as glaucoma. Routine exams by an ophthalmologist will be considered out-of-network.

Deaths

M. Daniel Parker, 41, died Nov. 6, 1994. He worked in Chemical Operations and had 19 years of company service.

Fay L. Beard, 82, died Jan. 13, 1995. She worked in Food Services and retired in 1977 after 10 years with Upjohn.

Thomas R. Hovey, 80, died Jan. 15, 1995. He worked in Asgrow Florida Co. and retired in 1984 with 31 years of service.

Edwin P. Ellers, 83, died Jan. 25, 1995. He worked in North Louisiana Sales and retired in 1976 with 39 years of service.

Vincent J. Birbiglia, 72, died Jan. 27, 1995. He worked in the New York Sales Office and retired in 1982 with 32 years of company service.

William Ouding, 86, died Jan. 29, 1995. He worked in Pharmaceutical Manufacturing and retired in 1973 with 24 years of service.

Marion M. Snyder, 72, died Jan. 29, 1995. She worked in Food Services and retired in 1977 with 21 years of company service.

Basil W. Stewart, 90, died Jan. 29, 1995. He worked in Engineering & Maintenance and retired in 1969 after 26 years with Upjohn.

Harold K. Hamming, 76, died Jan. 30, 1995. He worked in Pharmaceutical Manufacturing and retired in 1981 with 35 years of company service.

Albert S. Kent, 84, died Jan. 30, 1995. He worked in Engineering & Maintenance and retired in 1976 with 26 years of service.

Peter H. Capelli, 55, died Feb. 2, 1995. He worked in U.S. & Canadian Pharmaceutical Operations and retired in 1992 with 25 years of service.

William O. Miller, 89, died Feb. 2, 1995. He worked in Worldwide Strategic Pharmaceutical Marketing and retired in 1968 with 30 years of service to the company.

Frances P. Morse, 99, died Feb. 2, 1995. She worked in Printing and retired in 1956 with 20 years of company service.

Gerald R. Zins, 62, died Feb. 3, 1995. He worked in Upjohn Laboratories and retired in 1990 with 30 years of company service.

Henry E. Garcia, 82, died Feb. 4, 1995. He worked in Distribution Centers and retired in 1967 with 31 years of company service.

Joseph J. Daley, 72, died Feb. 6, 1995. He worked in Engineering & Maintenance and retired in 1983 with 31 years of company service.

Ann Marie Gross, 90, died Feb. 11, 1995. She worked in Distribution Centers and retired in 1969 with 17 years of company service.

Jacob Robyns, 82, died Feb. 13, 1995. He worked in Engineering & Maintenance and retired in 1978 with 28 years of company service.

David D. West, 45, died Feb. 13, 1995. He worked in Management Information Services and had 15 years of company service.

Curtis E. Patterson, 89, died Feb. 14, 1995. He worked in Engineering & Maintenance and retired in 1970 with 18 years of company service.

Robert E. Trumm, 81, died Feb. 14, 1995. He worked in Minneapolis Sales and retired in 1974 with 36 years of company service.

Warren R. Lincoln, 77, died Feb. 16, 1995. He worked in Agricultural Operations and retired in 1977 with 31 years of company service.

Susan Jimenez, 82, died Feb. 22, 1995. She worked in Cobb and retired in 1986 with 7 years of company service.

George A. Treudt, 73, died Feb. 26, 1995. He worked in Chemical Operations and retired in 1981 with 31 years of company service.

Pearl M. Prime, 91, died March 4, 1995. She worked in New England Sales Region and retired in 1968 with 28 years of company service.

Fred Marrazzo, 89, died March 5, 1995. He worked in Asgrow Agronomics Business and retired in 1972 with 12 years of company service.

Marian L. Trebilcock, 71, died March 6, 1995. She worked in Pharmaceutical Manufacturing and retired in 1983 with 40 years of service to The Upjohn Company.

John Drapiewski, 83, died March 14, 1995. He worked in Upjohn Laboratories and retired in 1988 with 16 years of company service.

Clement D. Vellaire, 91, died March 15, 1995. He worked in Upjohn Laboratories and retired in 1965 with 28 years of company service.

Leroy D. Maynard, 93, died March 18, 1995. He worked in Pharmaceutical Manufacturing and retired in 1968 with 31 years of company service.

Artie C. Carmody, 62, died March 19, 1995. He worked in Polymer Chemicals and left the company in 1986 with 21 years of company service.

Theodore W. Conger, 81, died March 20, 1995. He worked in Upjohn Laboratories and retired in 1983 with 44 years of company service.

Howard F. Meathe, 66, died March 24, 1995. He worked in Consumer Products and retired in 1991 with 30 years of company service.

Marie K. Morgan, 87, died March 29, 1995. She worked in Upjohn Laboratories and retired in 1973 with 37 years of company service.

Richard N. Prey, 82, died April 12, 1995. He worked in Human Resources and retired in 1975 with 37 years of company service.

Henry A. Asenbauer, 68, died April 17, 1995. He worked in Engineering & Maintenance and retired in 1992 with 17 years of company service.

Margaret H. Koning, 74, died April 19, 1995. She worked in Pharmaceutical Manufacturing and retired in 1977 with 36 years of company service.

Lynn H. Ledden, 68, died April 19, 1995. He worked in Worldwide Medical Sciences Liaison & Scientific Affairs and retired in 1992 with 34 years of service.


C. Harry Cooke, 85, died April 30, 1995. He worked in Pharmaceutical Manufacturing and retired in 1975 with 39 years of company service.

Eunice I. Woodard, 74, died May 1, 1995. She worked in Pharmaceutical Manufacturing and retired in 1985 with 27 years of company service.





UPJOHN HONORED—Not just anyone gets to be AmeriSource Health's Vendor of the Year. That's why officials for Upjohn and its subsidiary, Greenstone Limited, were especially pleased to win the honor from one of the country's largest pharmaceutical wholesalers. According to Keith Murray, vice president of inventory management at AmeriSource, the recipient of the award is chosen after a detailed study by personnel in all of AmeriSource's operating groups. The study covers a broad range of criteria, such as sales, purchasing and accounting methods. Nominees are then ranked based on the study's results. On hand for the award presentation in Kalamazoo were (l-r) Manolo L. Hormaza, Vice President and General Manager, Upjohn Manufacturing Company (Puerto Rico); Steven M. Barry, Vice President, U.S. Distribution Centers/National Account Retail-Wholesale Rx Sales; Murray; and Rick K. Mackenzie, Marketing Manager, U.S. Marketing-Greenstone.



Printing the patient's date of birth along with the patient's name and employee's Social Security number on medical bills will help speed claims processing.



CareCALL medical information service as close as your nearest telephone

CareCALL is a medical information service available to medical Group Plan participants.

By calling the ReviewPLUS telephone number, you can talk to health care professionals about the latest trends, techniques and technologies in health care, according to Martha S. Simpson, Manager, Medical/Dental/Disability Programs. They will answer your health care questions, allowing you to make better medical decisions for yourself and your family.

CareCALL professionals can describe diagnostic tests and procedures; explain medical conditions, diseases and

terminology; explain the treatment prescribed and identify other options to consider; describe what a drug is, what it is used for and its potential side effects; help you locate state-board-certified physicians and accredited hospitals; and help you discuss medical care, drug therapy or medical bills with providers.

"CareCALL cannot replace the personalized care your doctor provides, but it can help you become better informed," said Simpson. "Only a doctor who knows your medical history can offer medical advice or prescribe medication."



Try the Corporate Benefits Information Line ((616) 323-4944) for information on Savings Plan loan interest rates, retirement plan interest rates and mailing dates for Savings Plan checks.



QUILT DISPLAYED—

The Names Project brought the AIDS Memorial Quilt to Kalamazoo earlier this year with support from The Upjohn Company. Each of the quilt's more than 29,000 panels is a tribute to a person who has died of AIDS. More than 2,500 people visited a large display of the quilt in a fieldhouse at Western Michigan University, and area residents added panels. Twelve-by-12 foot sections of the quilt were displayed in company lobbies, including this one in the Building 298 office complex. Beneath the display was a video tape quilt documentary with a message on understanding AIDS from Peter R. Seaver, Corporate Vice President for Health Care Policy & Professional Relations.

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