

## CAC IAAP Keynote Speaker September 2010

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**Jane Anderson, ALHC, PAHM**  
**Director, BA National Accounts Claims Operations**

Jane Anderson has over 20 year's management experience in the health insurance industry. She joined Arkansas Blue Cross and Blue Shield in 1991 and has worked primarily with the Administrative Services Only (ASO) line of business during her tenure with the company. Jane has managed daily operations of claims processing and its related functions for the past eight years.

Jane has earned the Associate in Life and Health Claims (ALHC) and the Professional in the Academy for Healthcare Management (PAHM) professional designations. She has also served as an examiner for the Arkansas Institute for Performance Excellence, a quality improvement program modeled after the National Malcolm Baldrige Quality Award.

The Keynote Speaker presentation on September 15 will cover the following topics.

- Self Motivation
- Interpersonal Skills
- Captivating the Initiative to Achieve Excellence

**Meeting Location:**  
**Regions Bank Building**  
**Room 13A at 11:30 – 1:00 pm**

**(Linda Hunter will arrive early to open up room)**