



Dear Valued PCSB Member:

Blue Cross Blue Shield of Florida is pleased to announce that we have placed an additional employee on-site at the District Office in Bartow to better serve you. Katherine Davis will be your dedicated on-site Health Care Advocate. This position is in addition to the on-site Customer Service Representative, Connie Ashley.

Katherine is a registered nurse and has been working in the health care system for over 12 years with experience in the laboratory, the emergency room and as a medic in the United States Army.

As the Polk County School Board's Health Care Advocate, Katherine will be able to assist members with information on treatment choices, cost saving options, care programs, community resources and more.

Contact Katherine anytime you would like assistance making important health care decisions such as: prior to scheduling advanced imaging tests, when you need specialized medical equipment, before you schedule outpatient surgery at the hospital or when you have questions about a new or chronic condition. She will be able to help you navigate the system and be sure you are receiving your care in the most appropriate setting – helping you save time and money!

Please be sure to take advantage of the resources available to you. Our staff is here to help you in your pursuit of health!

<p><b>Katherine Davis, R.N.</b></p> <p>On-site Health Care Advocate to assist members with <b>Clinical Issues</b> including treatment choices, cost saving options, coordinating care with your physician's office, community resources and more.</p>	<p><b>(863) 519-8044</b></p> <p>Located in Bartow at the District Office</p>
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<p><b>Connie Ashley</b></p> <p>On-site Customer Service Representative to assist members with <b>Benefit Issues</b> including plan design questions and claim inquiries.</p>	<p><b>(863) 519-8799</b></p> <p>Located in Bartow at the District Office</p>
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