



The Charter



The Official Newsletter of the *TwinCities* West Chapter of IAAP®

Co-Editors: Heather Kolstad and
Debi Cain-Rivord CPS/CAP

Cabin Crew

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Next Port of Call

MEMBERS ONLY ANNUAL MEETING AND STRATEGIC PLANNING SESSION

The most important meeting of the year – our Annual Meeting!

This is when we elect the officers who will lead us for 2006-07.

Your President-Elect, Bonnie Marten, will be conducting our annual strategic planning session to learn what YOU want and need from *TwinCities* West.

This is YOUR organization and this is YOUR best opportunity to let your new leaders and your fellow members know YOUR ideas and suggestions on how *TwinCities* West can help YOU be the best Career-Minded Administrative Professional possible!

Help us celebrate our receipt of the 2006 Avery Great Results Award! It would be great to have as many of you there as possible as our friend from Avery, Gil Castaneda, will be stopping by to help us celebrate!

Registration fee: \$18 includes dinner

To register you may visit our website at www.iaap-twincitieswest.org, email PFord1@uhc.com, or complete this registration form and mail with payment. Please make check payable to *TwinCities* West IAAP and mail to Peggy Ford at: United Health Group, MN008-B217, 9900 Bren Road East, Minnetonka MN 55343, **US Postmark Deadline: Friday, May 5.** For questions, please call Peggy Ford at 952-936-1688.

No shows will be billed for the registration fee unless cancelled prior to Monday, May 8, 2006.

Captain's Log

by President Georgann Bestler Wenisch CAP

Greetings Everyone!

"Spring is bustin' out all over" – the trees are that beautiful shade of light green, our yards are getting greener (those lawnmowers will be dusted off real soon), the early spring flowers are stretching towards the sun which just keeps getting warmer every day! What a great time to live in Minnesota! I had a friend tell me once that he always wanted to live somewhere so he could enjoy all four seasons to their fullest and I certainly agree! Wouldn't life just be a bit boring if it was nice weather all the time?!?

Administrative Professionals Day, April 26, 2006, will go down in the history books as a truly exceptional day for *TwinCities West*! It's the day the announcement was made that *TwinCities West* IAAP is one of the recipients of the 2006 Avery Great Results Chapter Achievement Award – Chapter Distinction Award! We are one of five IAAP chapters and one division to receive this distinction in 2006! This award will help us fund upcoming programs and seminars for our chapter! It would be great to have as many of you there as possible as our friend from Avery, Gil Castaneda, will be stopping by for a visit to present our "oversized fake check" for \$1,500 from Avery (I'll get the real one in Reno)! I am so very proud of *TwinCities West* in receiving this award! This is truly an accomplishment for our chapter!

Our Annual Meeting is the time when your membership holds its greatest value. I am so pleased and excited to see some of our new members stepping up to an office in this great organization! What a learning and growing experience you have in front of you. I thank each and every one of you, both seasoned and new, for taking that all important step to learn and experience something new! I would encourage any one of you, new or seasoned, to step up for our President-Elect position. It could turn out to be one of the most rewarding and educational experiences of your life. For those of you thinking about joining a committee next year, please do! The opportunities that this organization can provide both your professional and personal lives through participation as an officer or on a committee are priceless.

In addition to receiving "fake checks" and electing our officers, we'll have the opportunity to discuss what we as members want and need from *TwinCities West* IAAP over the next 12 months and beyond. Our strategic planning session will be led by your President-Elect, Bonnie Marten, and will provide the guideposts for your newly elected officers and committees as they plan for the 2006-07 term. Always remember - this is YOUR chapter and you have the wonderful opportunity to share YOUR thoughts and feelings about what we do and the direction we head as our chapter moves forward.

Our May Annual Meeting is going to be an exceptional evening – one you won't want to miss – fake checks and all!!

Best Regards,
Georgann Bestler Wenisch CAP
TwinCities West IAAP President 2005-06



TwinCities West Chapter Mission Statement

To provide educational programs and networking opportunities in an ever-changing work environment that enhance the marketable skills and professional image of our members.

WELCOME ABOARD!

The *TwinCities* West Chapter would like to welcome our newest members: **Jessica Hildman and Tracy Dockendorf**. We are very excited to have them as chapter members and look forward to getting to know them better! Let's meet them now...

MEET NEW MEMBER JESSICA HILDMAN

When you write a bio about yourself it's hard not to start every sentence with an "I" isn't it? Anyways, currently I work for Carlson Companies, Inc. as an administrative assistant in the IT area (yes I get to deal with the techs humor) it's fun though, and I have learned a lot in the past 2 years that I have been here, and really enjoy working for Carlson Companies. In case you don't know what Carlson Companies is, they are a hospitality company. Some of the places they own are TGIF, Radisson, Country Inn and Suites, etc.

In 2001 I attended a two-year administrative assistant program at South Central Technical Community College in North Mankato, MN, where I received a certificate for the program. It's a wonderful program where you learn about all Microsoft Office Suite products along with English classes, Transcription class, Speech, etc. If you are interested I would definitely recommend it.

My husband and I will be married 4 years this August. Last June my husband and I purchased our first house in Waverly, MN. That should keep us busy for the next couple of years getting the deck built, landscaping and the downstairs finished. No kids for us yet, we are going to try to get most of the projects done with the house first.

Did any of you have to write a proposal to your boss on why you wanted to join IAAP? I did and you know I complained at first, but then it really got me excited to be a member and my boss could tell my enthusiasm in why I wanted to join. It's crazy how much I like IAAP so much already. I have attended two meetings, my first as a guest, and I won the door prize drawing. I yelled, "It's me and I'm a guest!" I didn't know if guests could win, but I guess they can ☺ Can't wait for the next meetings, and looking forward to networking, learning and having fun.

MEET NEW MEMBER TRACY DOCKENDORF

Hi, my name is Tracy Dockendorf. I have been an Administrative Assistant for MGI Pharma, Inc. for a little over a year now. I currently support the Manufacturing Department, in particular the Senior Director of Manufacturing. It's refreshing to finally work for a company that appreciates its Administrative Staff.

My husband and I have 2 daughters ages 24 and 18 years olds and 1 son age 11. We also have 2 Granddaughters ages 2 years old and 6 months old. I am excited to be part of this organization and look forward to meeting new people and using what I've learned from these meetings/seminars at my job.

NEED A GIFT FOR MOTHER'S DAY?

Order Bachman's Gift Cards from the Ways & Means Committee. You can get your shopping done and help the Chapter!



- ❖ Bachman's Gift Cards are available in amounts from \$5.00 to \$500.00.
- ❖ Gift Cards can be redeemed for merchandise or services at Bachman's retail stores throughout the Twin Cities area (excluding the Flowers by Bachman's locations within the Byerly's stores), as well as through Bachman's Phone Order Center, and online at www.bachmans.com.
- ❖ *TwinCities* West IAAP receives 15% of our Chapter's total Gift Card sales.
- ❖ Pre-payment is required at the time of order.

[\\$10 Gift Cards will be available for immediate purchase at the May meeting.](#)

Chapter Birthdays

The *TwinCities* West Chapter would like to wish a very happy birthday to the following members:

- | | |
|---------------------|--------|
| ▪ Mary J. Schroeder | May 7 |
| ▪ Linda Sanderson | May 14 |
| ▪ Mary Ann Peterson | May 27 |
| ▪ Melissa Lidberg | May 28 |



Chapter Anniversaries

The *TwinCities* West Chapter would like to congratulate the following chapter members on their anniversaries with IAAP!

- | | |
|----------------------------|---------|
| ▪ Blanche Keith | 1 Year |
| ▪ Elly W. Anderson | 1 Year |
| ▪ James Rivord | 4 Years |
| ▪ RaeLee Kubesh | 6 Years |
| ▪ Georgann Bestler Wenisch | 7 Years |
| ▪ Carolyn Nelson | 9 Years |
| ▪ Amy Grove | 9 Years |

***If we missed your birthday or anniversary, we apologize and ask that you enter your info into the "Members Only" area of our website for inclusion in future issues of "The Charter."

The 2006 IAAP MN-ND-SD Division Annual Meeting is May 19-21!

Here are the reasons why you should attend the Division Annual Meeting:

- It is our Division's most important meeting of the year!
- We elect next year's officers.
- We receive updates on what other Chapters have done.
- We receive personal and professional development; such as the seminars and workshops.
- For the CPS/CAP holders, there are Recertification Points.
- You can enjoy excellent opportunities for networking, make new friends and get to see old ones!
- And we have fun!

Where: Ramada Mall of America
Bloomington, MN

When: May 19 – 21

For more information, see the attached file in the email this newsletter was sent

***We are looking forward
to seeing you!***



TwinCities West IAAP®

Your presence is requested at our May 2006

ANNUAL MEETING AND STRATEGIC PLANNING SESSION

Date: Thursday, May 11, 2006

Time: 5:30pm – 8:30pm

Location: Radisson Hotel and Conference Center Minneapolis – 3131 Campus Drive, Plymouth, MN

Menu Selection: Chicken Wild Rice Salad, Rolls and Butter, Cheesecake

MEMBERS ONLY **ANNUAL MEETING AND STRATEGIC PLANNING SESSION**

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This is when we elect the officers who will lead us for 2006-07.

Your President-Elect, Bonnie Marten, will be conducting our annual strategic planning session to learn what YOU want and need from *TwinCities West*.

This is YOUR organization and this is YOUR best opportunity to let your new leaders and your fellow members know YOUR ideas and suggestions on how *TwinCities West* can help YOU be the best Career-Minded Administrative Professional possible!

*Registration includes annual meeting and dinner:
\$18 for chapter members*

Yes, I'll be there. My Name: _____ Member

A check for \$ _____ is enclosed.

I prefer a vegetarian meal. Medical dietary restrictions include: _____

My company name: _____

My mailing address: _____

My phone number: (_____) _____ My email address: _____

To register: visit our website at www.iaap-twincitieswest.org, email PFord1@uhc.com, or complete this registration form and mail with payment (check payable to *TwinCities West IAAP*) to Peggy Ford, United Health Group, MN008-B217, 900 Bren Road East, Minnetonka MN 55343, **US Postmark Deadline: Friday, May 5.** Questions, please call Georgann at 612-672-3727 or Peggy at 952-936-1688.

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[Leading Your Organization to Administrative Excellence...](#)

A number of our members and guests have inquired about receiving additional information on the topic presented by Erin O'Hara Meyer, PHR at our April Educational Forum. Erin has indicated that anyone wishing additional information should contact her directly at erin@adminexcellence.com.

[Ways & Means End-of-the-Year Sale!](#)

At the May and June meetings, all items will be sold for 50% off. This includes:

- ❖ IAAP® *TwinCities* West Tote Bags – \$15 now \$7.50
 - ❖ IAAP® Pens – \$5 now \$2.50
 - ❖ *TwinCities* West Chapter Pins – \$5 now \$2.50

So, stop by the Ways & Means table and take advantage of these great discounts!

[The Retirement Trust Foundation](#)

Submitted by Marlene Rouillard



TwinCities West Chapter Members – We salute your generosity. *TwinCities* West Members have made a tremendous effort to support IAAP's Signature Non-Profit Organization, the Retirement Trust Foundation. This year our group participated in several fund raisers – drawings for goodies donated by chapter members, a change jar so we could find a helpful place to store the jingle, jangle

in our purses and pockets, and a Chapter Match of the funds raised for the drawing at April's chapter meeting has help us raise more donations for the Retirement Trust Foundation than ever before. *TwinCities* West Chapter Members contributed \$332.00 to the foundation, which has been forwarded to IAAP Headquarters. A huge, roaring "Thank You!" goes out to all of you who participated. Let's keep the tradition going, *TwinCities* West Chapter Members care.

[Community Service Update: Ready for Success](#)

Submitted by Nancy Berg

Thank you to everyone who brought donations of clothing and accessories for Ready for Success to the April chapter meeting; the response was overwhelming! In fact, Joan Gatzmeyer had to call her husband and have him bring his pick-up truck to the Radisson to transport everything. The back of that full-size truck and topper was **full**, thanks to your generosity!

In-kind donation receipts were available at the meeting; they will also be available at the May meeting, in case you forgot to take one with you. Please note that the yellow and pink copies of the triplicate form are to be returned to Ready for Success. You can either mail them to the address on the form, or give them to Joan at a future meeting.

2006 Avery Great Results Chapter and Division Achievement Award

The 2006 Avery *Great Results* Chapter and Division Achievement Award winners have been announced. The winning chapters were selected from 298 applications, the most ever received in the seventeen year history of the program. New to the program this year was a new category for Division recognition. A total of twenty-seven divisions out of 36 applied for this prestigious award.

And the winners are:

Chapter Prestige Award \$3,000: Two Rivers Chapter, Naperville, IL

Chapter Distinction Award \$1,500 (40 and more members): Twin Cities West Chapter, Plymouth, MN

Chapter Distinction Award \$1,500 (less than 40 members): Eagle Rock Chapter, Idaho Falls, ID

Honorable Mention Award \$500 (40 and more members): San Juan Chapter, San Juan, PR

Honorable Mention Award \$500 (less than 40 members): Port City Chapter, Columbus, GA

Division Prestige Award \$1,000: Arkansas-Oklahoma Division

These winning chapters and the division will be recognized on stage in August by Avery Dennison Representatives at the IAAP Convention and Education Forum in Reno, NV.

Robin D. Parrish

Manager, Membership & Distribution

IAAP

A Message from Lynda B. Boulay on Winning the Avery Award

Georgann and Brenda--congratulations on being awarded the Avery Chapter Distinction Award--this is absolutely, positively fantastic!

This is wonderful news for the Northwest District and we should be very proud of the TwinCities West and Eagle Rock chapters--won't it be great to see their representative walk across the stage in Reno? I know many of our chapters participated, so they, too, are also winners.

Lynda B. Boulay CPS/CAP

International Director

Northwest District

Creating Excellence through the Colorful World of IAAP and the Purple Majesty of the Northwest

Tired of getting Mom or Grandma the same old thing for Mother's Day?

Well, how about adding a little *bling* to their wardrobe!

At the May meeting, a representative from **Silpada Designs** will have a great selection of fine silver jewelry on hand for you to buy and bring home to surprise your loved one....or yourself!

So bring your shopping list and checkbook! ***The Chapter will receive 15% of all sales!***

You can check out the items online at:



www.silpada.com

COME ONE, COME ALL!!

It's time to celebrate our
QUEST FOR SUCCESS 2005-06
 Mark your calendars and plan
 to attend the
TWINCITIES WEST IAAP
AWARDS AND
INSTALLATION BANQUET
THURSDAY, JUNE 8, 2006
5:30 – 8:30 PM – Radisson
Hotel & Conference Center

In addition to all the awards and installation of your new officers, we'll have a very special program presented by JUUT SalonSpa on Aromatherapy and how fragrances can help with stress in our daily lives

Watch for more information coming to your email box soon...

'Do You Mind Donating a Few Bucks?'

Submitted by Office Team

Survey shows most employees asked by coworkers to chip in for office festivities

There's no such thing as a free lunch ... and, for many workers, birthday cake may have a price, too. In a recent survey by OfficeTeam, three-quarters of executives polled said employees are asked by peers to contribute money to pay for celebrations — such as birthdays, anniversaries, baby showers and retirements — at least once a year; fifteen percent receive donation requests monthly!

As any office worker knows, employees often pool resources to plan informal events to acknowledge personal milestones. No one wants to appear a poor sport for not contributing, but frequent requests can make people feel tapped out. If you're planning an upcoming celebration, avoid asking colleagues too often or for too much. The following tips also can help ensure no one feels like a wet blanket:

Be selective. Asking a new hire who has never met the mom-to-be to contribute to a baby shower is unfair. Instead, extend the invite to those who are most familiar with the person receiving special attention.

Keep it reasonable. Rather than requesting a specific dollar amount, ask employees to make a voluntary contribution of any size toward the purchase of a cake, gift or other item.

Take a low-key approach. Sending a general e-mail announcement or circulating an envelope for anonymous contributions is the best method of soliciting donations. A personal plea can make people feel uncomfortable.

Consider group celebrations. Bundle together recognition activities into quarterly events. Also speak to your manager to see if the firm is able to provide budget dollars for the functions. Company support can help ease the load on each individual and encourage team building.

OfficeTeam is the world's leading staffing service specializing in highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com.

Certification Study Group

Submitted by Jo Tynen CPS/CAP

TwinCities West study group participants are hitting the books hard as they enter their last week or so before the May CPS Exam. The study group was well represented at the Spring Mock Exam, Saturday, April 22nd, with all members attending. Afterwards, they requested one more study session on Monday, May 1st. That is what I call hardworking and dedicated! Please join me in wishing them the best of luck on the upcoming CPS Exam.

Spring 2006 Mock Exam

I am very pleased to report that the Spring 2006 Mock Exam, which was held at the University of Phoenix (the new test site), was a success! We had a total of 43 people register for the mock exam, and 25 of them attended it. I'm not 100% sure, but I think that may be a record. Of the total registrants, all of the metro chapters except Honeywell were represented, even the new Skyway chapter! We also had 1 from Rochester, 1 MAL, and 5 non-members registered. It's very exciting to see this renewed interest in Certification.

Practice Exam

Question-of-the-Month

Submitted by Georgann Bestler Wenisch CAP

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Staying objective and not becoming emotionally involved in a difficult situation is called:

- A. Regression
- B. Displacement
- C. Intellectualization
- D. Identification

ANSWER: C

From the Calendar for Women Who Do Too Much

by Anne Wilson Schaeff

Submitted by Carolyn Nelson CPS/CAP

A. This month's Reality Check: Realizing that not everyone is going to love me - or even like me - is a tremendous relief.

B. For women to be friends, we have to shed the suspicious competitiveness toward one another that we have been trained into. We need other women in our lives.

Helpful Websites

Submitted by Dawn Staycoff

<http://www.effectivemeetings.com>

Tips and tricks for meeting planning, Powerpoint, technology and more. Great website.

<http://www.humanmetrics.com/cgi-win/JTypes1.htm>

You and your staff and can take a mini Myers Briggs personality test...really a fun team building item.

<http://www.avery.com>

I use this site all the time to find templates and to get ideas...lots of good stuff here.



Benefits Of IAAP[®] Membership

Continuing Education – Earn Continuing Education Credit (CEUs) and/or CPS Recertification Points at Chapter, Division, and International meetings or conferences.

Networking – Meet and exchange ideas with other office professionals.

Professional Growth – Enhance your career and develop self-confidence.

Certified Professional Secretary[®] (CPS[®]) and Certified Administrative Professional[®] (CAP[®]) Programs – Attain the recognized standard of measurement of secretarial and administrative assistants' proficiency through an extensive written examination.

Leadership Development – Learn team-building and organizational skills as a committee member, committee chair, and/or chapter officer.

Technology Updates – Keep up to date on industry trends and technological advances.

Professional Publications – Receive timely information on issues facing business professionals today.

Want to Become a Member?

Contact Georgann Bestler Wenisch, at gwenisch@mandklaw.com, and ask that an IAAP Informational Packet be sent to you. Better yet, attend one of our meetings and see for yourself how IAAP can help you achieve success in the administrative profession!

NEWSLETTER SUBMISSIONS NEEDED

Did you read a good article that you think might be useful to other administrative professionals?

Have you worked with a vendor that you would recommend?

Have you found a website that you thought was helpful or interesting?

Please email me anything you'd like included in the newsletter.

Thank you,

Heather

Heather.Kolstad@pentair.com

TCW's "No Show" Policy

Just a reminder that "no shows" will be billed for the monthly fee unless cancelled prior to the reservation deadline stated on the reservation RSVP (usually the Friday prior to the meeting).

We understand that "life happens"... *especially* in our line of work!! Sometimes registrants are not able to make it at the last minute. However, the hotel still requires payment for your meal, whether or not you are there. For this reason, we must collect from you if you are unable to attend at the last minute. (You will receive a receipt upon request if needed for tax or expense reimbursement purposes.)

Your help and understanding is truly appreciated. If you have any questions, feel free to contact any board member.

Upcoming Voyages

May 5-6, 2006 IAAP CPS and CAP Certification

Exams – held at The University of Phoenix, located at 435 Ford Rd., Suite 1000, St. Louis Park (near the intersection of I-394 and Hwy. 169)

May 11, 2006 TwinCities West IAAP Annual Meeting and Elections, 5:30 pm, Radisson Hotel, Plymouth

May 19-21, 2006 – MN-ND-SD Division Spring Conference – Thunderbird Hotel, Bloomington, MN

Aug. 7-10, 2006 – IAAP International Convention Reno Hilton Hotel in Reno, NV. Plan now to attend this fantastic education and networking opportunity...you'll be glad you did!

2005-2006 COMMITTEES / TEAMS

2008 Spring Division Meeting

Co-Chairs: Georgann Bestler Wenisch, Kaye Park,
Committee Members: Debi Cain-Rivord, Melissa Lidberg

ACFCAP Committee ("Student Conference")

Chair: Kaye Park, Members: OPEN

Bylaws & Standing Rules Committee

Chair: Bonnie Marten, Members: OPEN

Certification Committee (CPS/CAP)

Chair: Jo Tynen, Members: Janice Paulson

Historical Committee (Scrapbook Committee)

Chair: Janice Paulson CPS/CAP

Members: Blanche Keith

Community Service Committee

Chair: Nancy Berg

Members: Joan Gatzmeyer CPS/CAP, Marvel Thorne, Joan Claude, Linda Sanderson

Hospitality & Registration Committee

Chair: Peggy Ford

Members: Marlene Rouillard, Jen Severson

Impact Event Committee

Co-Chairs: Joan Gatzmeyer & Janice Paulson

Members: All Committee Chairs/Co-Chairs

Membership Committee

Chair: (Acting Chair) Georgann Bestler Wenisch

Members: Jen Severson, Becky Studt, Kathy Johnson

Newsletter Committee

Editor: Heather Kolstad, Members: Debi Cain-Rivord

Nominating Committee

Chair: Joan Gatzmeyer

Members: Debi Cain-Rivord, Dawn Staycoff

Programs & Education Committee

Chair: Bonnie Marten; Members: Kathy Hincer, Joan Gatzmeyer

Public Relations/Marketing

Chair of Public Relations: Melissa Lidberg;

Marketing: Co-Chairs / Members: OPEN

Retirement Trust Foundation

Chair: Marlene Rouillard

Sunshine Committee

Chair: Melissa Lidberg

Ways & Means Committee

Chair: Melissa Lidberg

Members: OPEN

Web-Master

Chair: Teri Kornberg, Jim Rivord, Web Master



2005 – 2006 PROGRAMS *TwinCities West IAAP*[®]



International Association of Administrative Professionals[®] *TwinCities West Chapter* 2005-06 Schedule of Educational Forums

August 10, 2006	Annual Summer Social and Networking Event Lake Minnetonka Cruise
September 8, 2005	Memory Power! Michael Monroe Kiefer, M.S., President, PowerMind™ Training Systems, Inc.
October 13, 2005 <i>Annual Employer Recognition Evening</i>	Handling the “Tough” Talks - The Positive Way to Provide and Receive Feedback Valerie S. King CPS, IAAP MN-ND-SD Division President
November 10, 2005	Clockwise Thinking – Unlocking Creativity! Dennis Stauffer, Emmy Award-winning Journalist and author of <i>Clockwise Thinking, A Field Guide for the Innovative Leader</i>
December 8, 2005	Bringing Work to Life and Life to Work Barbara McAfee, Singer/Songwriter
January 12, 2006	Technical & Professional Writing Tips Sandra Becker, Teaching Specialist at the University of Minnesota, Department of Rhetoric
February 9, 2006 <i>Annual Spouse/Significant Other Appreciation Evening</i>	Taking the Mystery Out of Estate Planning & Health Care Directives Craig Goldman, Esq., Messerli & Kramer P.A.
March 9, 2006	Get Organized! Presented by Avery Office Products
April 13, 2006 <i>Celebrating Administrative Professionals Week/Day</i>	Leading Your Organization to Administrative Excellence Erin O'Hara Meyer, PHR, President of Administrative Excellence, Inc.
May 11, 2006	<i>TwinCities West Annual Meeting</i> Election of 2006-07 Officers and 2006-07 Strategic Planning Session
June 8, 2006	<i>TwinCities West First Annual Awards and Installation Evening</i>

All 2005-06 *TwinCities West* Educational Forums and Chapter Meetings will be held at the Radisson Hotel & Conference Center, 3131 Campus Drive, Plymouth, Minnesota
Registration Fees (includes meal and educational forum):
\$18 for Chapter Members, Students and Teachers
\$20 for IAAP Members from other chapters and Members At Large; \$25 for Non Members

5:30 Registration and Networking; 6 pm Dinner; 6:30 pm Program; 7:30 pm Business Meeting
To register, please contact Peggy Ford, 952-936-1688 or pford1@uhc.com