

THE LOCAL CHOICE E-NEWS EXTRA

Department of Human Resource Management State and Local Health Benefits Programs

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A Fond Good-Bye to Ms. TLC

She was with you from the very beginning when The Local Choice began 20 years ago. And she was with Anthem even longer – an astonishing 45 years. It's Cheryl Freeman, Ms. TLC. She retired on Friday, March 12. I talked with Cheryl to find out a little more about her before we had to say good-bye. Here's what I learned.

She came to Anthem (then Blue Cross and Blue Shield of Virginia) in 1964 as a bright and eager 18 year old. In those days benefit and enrollment changes were keyed using IBM keypunch cards! Cheryl was a master at sorting those cards. So even back then, she was keeping everybody's benefits straight!

She spent many years managing group payment transmittals for all of the Commonwealth of Virginia state agencies, from VDOT to VCU. Then along came The Local Choice program, and you all know first hand how she has taken care of you!

From account set-up to group billing, Cheryl insists on excellence and exceptional service every step of the way. It's her TLC trademark, and now her legacy.

I asked Cheryl what she has liked most about her TLC work. Without missing a beat, she said, "That's easy – working with the Group Administrators! We work together to make things happen -- we're truly a team. I've always felt that the groups appreciate me, and that makes my job so gratifying. I will miss my Group Administrators the most."

What's next for Ms. TLC? "Now I'm going to find out who I am when I don't have to come to work every day!" says Cheryl. "I'm going to spend more time caring for my Dad, and working with my six horses and four show collies. If you want to find me, look for me riding one of my horses, attending a dog show, or digging in my vegetable garden. These are all the things I love but never have enough time to enjoy. I think my new life will help me tighten up a few muscles and lose a few pounds while I'm at it!"

Cheryl's already made some travel plans starting with a trip to New York in June to watch the running of the Belmont Stakes. "I've been to the Kentucky Derby and the Preakness, now it's time to complete the cycle by seeing the third race in the Triple Crown up close and in person!" she says. Nags Head is one of the first places she plans to go as soon as the weather gets hot. "It's been my favorite, most relaxing get away place since I was a little girl." Cheryl's planning well ahead with a March 2011 date already on the calendar when she'll head to Oklahoma City for the 125th Annual Specialty Collie Club of America dog show, which in Cheryl's world is "the most wonderful dog show of all!"

Says Cheryl, "I love this company and I love TLC. But now it's time to give some TLC to my family, my farm and my animals. I will miss you all."

Here are some photos for you to enjoy:



Cheryl Freeman today



Cheryl with Collie puppy,
Gabby



Cheryl with her 3-day old colt, Chips -- an Appaloosa.
This was taken just before she started working on the
TLC program. Today Chips is 23 years old!