



FOR IMMEDIATE RELEASE
Thursday, October 13, 2011

For more information, contact:
Suzanne Whitaker (504) 681-8978

Peoples Health Appoints Judy Norwalt to Director of Customer Service

Metairie, La. – Peoples Health has announced the appointment of Judy Norwalt to director of customer service. Norwalt leads the company's internal call centers, ensuring the delivery of quality and consistent service to members and providers by call center staff, and overseeing outbound and inbound call activities; service requests received via phone, fax, email, online chat and regular mail; as well as staff training.

Norwalt brings more than 25 years of experience in insurance administration to her role at Peoples Health, whose Medicare Advantage health plans cover a 14-parish service area including New Orleans and Baton Rouge. Prior to joining the company, Norwalt served in numerous senior-level management positions for Pan-American Life Insurance Company. As director of pension administration, she oversaw plan administration, recordkeeping and customer service for 1,200 retirement plans, and as director of client services, she was responsible for policy-owner services and bilingual customer support. Most recently, Norwalt served as vice president of administration for Pan-American, then as vice president of domestic markets service delivery in charge of all aspects of service for the company's product lines, including a call center, claims processing, billing, collections and underwriting.

-more-



In that role, she also instituted a quality review program for the call center, managed a \$5 million budget and designed a service model to support products and services.

Norwalt earned a Bachelor of Science in business administration from the University of New Orleans. She also earned fellowships from the Financial Services Institute and the Life Management Institute. Norwalt is a member of the United Way for the Greater New Orleans Area Women's Leadership Council.

About Peoples Health

Established in 1994, Peoples Health is a Medicare Advantage organization serving Medicare beneficiaries in southeast Louisiana. The physician-owned company has over 600 employees who help administer and provide a unique approach to wellness, care coordination and support services for plan members. The company is a proud supporter of many social, cultural, athletic and health organizations and holds an accreditation by URAC. For more information about Peoples Health, visit www.peopleshealth.com.

#