



For Immediate Release

TÜV SÜD America Awards Riverbend Government Benefits Administrator ISO 9001 Certification – Earning Medicare Contractor Status

Danvers, Massachusetts, December 1, 2006. TÜV SÜD America announces that its Management Service division has granted ISO 9001:2000 Certification to [Riverbend Government Benefits Administrator](#) (RGBA), a Medicare Part A Intermediary for Tennessee and New Jersey.

“RGBA is pleased to obtain our ISO 9001:2000 certification through TÜV SÜD America,” commented Rodney Woods, vice president of Riverbend. “ISO 9001:2000 remains the most widely used, enterprise-level quality standard in use today.”

ISO certification demonstrates that an organization has implemented a quality management system with process/controls for maintaining documents and records, defined and monitored actual performance against quality objectives to ensure that products/services meet established requirements, a managed commitment to quality, instituted well-defined procedures for performing all work, customer communications/satisfaction, corrective action and continual improvement to eliminate the causes of product/service issues.

“We believe our ISO 9001:2000 certification, which was achieved only six months after our initial decision to implement the ISO standard, demonstrates our commitment to quality and improvement so that we can provide the best products and services to our customers,” concluded Mr. Woods.

“Riverbend’s record-time certification is a notable achievement. It demonstrates employee-wide commitment to provide the Centers of Medicare and Medicaid Services (CMS) with uncompromised quality and unparalleled customer service and satisfaction. ISO better prepares them to continue their quality journey, but also positions them to win Medicare contracts,” stated Joseph Heinz, Lead Auditor, TÜV Management Service.

The scope of Riverbend’s ISO 9001 registration includes all functions performed at the corporate site in Chattanooga, Tennessee and remote sites in Memphis, Tennessee, and Cranford, New Jersey.

About ISO 9001:2000

The International Organization for Standardization (ISO) was founded in 1946. Based in Geneva, Switzerland, it created the first international standards for manufacturing, trade and communications. ISO 9001 was initially published in 1987 as an internationally accepted quality management certification system to define, identify and confirm quality benchmarks within organizations. ISO 9001:2000 is the most recent revision of the ISO 9001 standard.

Today, more than 90 countries are members, with the U.S. representative being the American National Standards Institute (ANSI). There are over 700,000 ISO 9001-certified companies around the world, including more than 50,000 in North America, all demonstrating a commitment to continual improvement in quality.

About Riverbend Government Benefits Administrator

Headquartered in Chattanooga, Tennessee, Riverbend is a subsidiary of [BlueCross BlueShield of Tennessee](#), Inc., which has been a Medicare contractor since the program’s inception in 1966. Riverbend currently performs services as a Fiscal Intermediary within the states of Tennessee and New Jersey. It also serves as a Medicare specialty contractor in 47 states, paying claims and providing administrative services for provider types such as rural health care clinics, religious non-medical healthcare institutions,

TÜV SÜD America
5 Cherry Hill Drive
Danvers, MA 01923

Phone: (978) 739-7000
Fax: (978) 777-8441
E-mail: info@tuvam.com
www.TUVamerica.com



organ procurement organizations, and histocompatibility labs. In addition, Riverbend is the sole intermediary for two large nationally skilled nursing facility chains.

About TÜV SÜD America

TÜV SÜD America offers a wide range of services through the globally recognized brand names of TÜV Product Service, Management Service and Industry Service. Headquartered in Danvers, MA, the organization maintains a full-time audit staff in over a dozen locations throughout North America and provides management system certification services to [ISO 9001](#), [ISO 14001](#), AS9100, AS9120, ISO 13485, TL 9000, Safe Quality Food (SQF), ISO 22000 and more. TÜV is a leading EU Notified Body for the Medical Devices, Active Implantable Medical Devices and In Vitro Diagnostic Directives. Additional services include CE Marking assistance, Mechanical/Electrical Product Safety, Electromagnetic Compatibility (EMC), Environmental Testing, NRTL and SCC certification. Globally, TÜV has issued over 190,000 product and 30,000 quality management system certifications.

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For more information contact:

Calin Moldovean
Director, Management Service
TÜV SÜD America
978.739.7031
cmoldovean@tuvam.com

For editorial information contact:

Carmen Hopwood
Marketing Communications Specialist
TÜV SÜD America
978.739.7077
chopwood@tuvam.com

For RGBA editorial information contact:

Mary Thompson
Media Relations Manager
BlueCross BlueShield of Tennessee
423.535.7694
MaryR_Thompson@BCBST.com