

Blue Cross and Blue Shield of Minnesota  
P.O. Box 64560  
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651 662-8000  
800 382-2000



March 26, 2009

To: Minnesota Department of Human Services  
C/O Rivertown Communications, Inc.  
7400 Manning Ave. No.  
Stillwater, MN 55082

To whom it may concern:

Over that past two years, Blue Cross Blue Shield of Minnesota contracted the services of Rivertown Communications, Inc. to develop learning modules. Robb Jacobs and his team were flexible, reliable and very knowledgeable.

They helped us to understand the process and what work needed to be managed by us upfront in order to create a successful end product.

The technical staff resolved the few technical issues we had in one simple phone call. They were able to meet our tight deadlines and offered out-side-of-the-box solutions.

I would definitely work with Rivertown Communications again and I highly recommend them to develop learning modules.

Sincerely,

A handwritten signature in blue ink, appearing to read "Betty Torell".

Betty Torell  
Technical Training Coordinator  
Corporate Learning and Deployment

[bluecrossmn.com](http://bluecrossmn.com)