President's Report
—by George Backus

In this, my last report to you, three items call for comment. First, the Executive Committee is very pleased that with Herb York’s help we have been able to persuade the eminent anthropologist Robert McCormick Adams to speak at our meeting on May 23 at 4:00 PM in the Berkeley Room of the Price Center. His topic will be “The American-Russian International Project on Ethnic Violence,” a project to which he is devoting a large part of his energy just now. Second, you may be interested in a report on the meeting of CUCEA (Council of UC Emeriti Associations) held at UCLA on April 25. I thank Marjorie Caserio for chairing our UCSD meeting and Mr. Yankelovitch’s talk, which had to be scheduled in conflict with CUCEA.

Of most direct interest to us was a report from UC’s Office of the President (UCOP) that keeping our pensions exactly abreast of inflation would add a liability of $2.5 billion for the UC Retirement System (UCRS). Such an improvement is very unlikely now. Adding survivor benefits for unmarried domestic partners of opposite sex is a very small extra expense and is likely to occur soon.

Medical coverage will change after this year, becoming more expensive and less complete. In particular, UC Care will probably be broken into two separate plans, one incorporating tiers 1 and 3, while the other incorporates only tier 2. UC has 6 bids for HMO’s, 4 for PPO’s (including high option), 9 for psychiatric care, and 3 for medical savings accounts. The latter will not be available to retirees because of IRS rules about pensions. UC will no longer pay the full cost of most plans.

CUCEA has appointed a committee to study whether to appoint a committee (!) to make recommendations to the trustees of the UC Retirement System (UCRS). One of the CUCEA attendees advocated that UCRS buy TIPS (inflation indexed treasury bonds) to replace an appreciable fraction of its holdings of common stocks. The argument was that the 3.5% after-inflation return of TIPS will cover the actuarial liabilities of UCRS with essentially no risk whereas the stocks involve risk in exchange for a higher return. Why take this risk when retirees cannot profit from the higher return? One of the UCOP attendees at the CUCEA meeting replied that if this policy had been in place during the last 20 years (when UCRS began buying stocks) our pensions would not have the solid financial underpinning that they do now. In principle, UC must pay our pensions even if that requires dipping into the operating budget or asking the active faculty to contribute to their retirement, as was true in the 60’s. Then the Regents and the Legislature might be tempted to nibble indirectly at our pensions.

CUCEA saw no objection to our accepting active faculty as members of the UCSD Emeriti Association, but did note possible conflicts of interest such as that mentioned in the foregoing paragraph.

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The third item for your attention is a reminder about our annual business meeting at 11:30 AM on Tuesday, June 18 in the Faculty Club Lounge. Lunch will be $10 for members and $15 for non-members. After electing next year’s officers and Executive Committee members and voting on some amendments to our Constitution and By-Laws, we will hear Richard Lederer speak to us about his preoccupations as a verbivore. Checks should be mailed to Sandi Pierz, 214 University Center, UCSD, La Jolla, CA 92093-0002.

We owe thanks to the Executive Committee for their diligence in the past year. Thanks are due especially to Leonard Newmark for creating and sustaining the Chronicles and to Sandi Pierz for sustaining all our efforts. May Sandy Lakoff’s term as president in the coming year be as pleasant as mine has been.

Letters to the Editor:
The essays setting forth the early developments of the UCSD campus and of the various departments while the key participants are still with us are extremely interesting and valuable. I commend you for organizing this effort.

However, I write to urge you to exercise your editorial prerogatives and to delete personal attacks on colleagues who may not be with us. Such attacks do not contribute in a worthwhile way to the history in question, are unkind and disputable.

In short, keep up the good work of soliciting these contributions, but get out your red pencil.

Paul A. Libby, Professor (Emeritus)

In the service of providing more information and sometimes greater candor for the Chronicles history of UCSD, we invite questions about the past. We shall edit and select (minimally), publish the questions in Chronicles, invite replies to be sent to us, and publish the replies. We hope that this enterprise will generate new elaborations and insights. As an example: “Who or what was responsible for the termination of our nascent School of Architecture?”

Questions may be submitted to either of us:

Helen Ranney, hranney@ucsd.edu
George Mandler, gmandler@ucsd.edu

Necrology
Corrections and supplements to previous list. Amendments are welcomed. — ldnewmark@ucsd.edu

Mayer Maria 2/20/1972
Eckart Carl 11/23/73
Isaacs John D. 6/6/80
Mayer Joseph 10/15/83
Booker Henry 11/1/88
Stokes Joseph III 1989
Dharmathosphom Kiertisin 10/9/90
Saitoh Tsumao 5/7/96
Zweifach Benjamin 10/23/97
Piccioni Oreste 4/18/02
Livingston Robert Burr 4/26/02

Richard Lederer, the speaker at our business meeting on June 18, is the author of more than 3,000 books and articles about language and humor, including his Anguished English series. Dr. Lederer’s syndicated column, “Looking at Language,” appears in newspapers and magazines throughout the United States.

He has been elected International Punster of the Year and been profiled in magazines as diverse as The New Yorker, People, and the National Enquirer. He is language columnist for The Toastmaster, Scientific American, Pages, and the Farmers’ Almanac, appears regularly on “Weekend All Things Considered” on national public radio, and with Charles Harrington Elster hosts a one-hour radio show, “A Way With Words,” on KPBS each Sunday at 10:00 AM and 5:00 PM.


Editor’s Note
On April 25-26 I attended the All-UC Conference on University History organized by the UC History Digital Archives Project and the Center for Studies in Higher Education at UC Berkeley. I was attracted to the Conference in part by the excellent web pages the Project had created to preserve the “In Memoriam” articles written for the Academic Senate to honor former members of the faculty:

http://sunsite.berkeley.edu/uchistory/archives_exhibits/in_memoriam/campuses.html

And I was curious about why—according to campus archivists—the oral history archives on some other campuses are heavily used, while ours at UCSD are never even visited.

I had previously asked one of the panelists at the Conference, President Emeritus Clark Kerr, to add his reminiscences about UCSD to our series in Chronicles. In preparation for meeting him, I had read his memoirs, The Gold and the Blue, published in 2001 by the UC Press, and had found them very illuminating for this campus, the history of the whole University and its parts, and the nature of higher education, writ large, in this country. At a private lunch with him, I had the opportunity to ask questions about our own early history and found his answers as impressive as the man himself. Instead of writing those reminiscences once again for us, President Kerr offered to answer any particular questions that our emeriti may have for him; please send them to me: Leonard Newmark, ldnewmark@ucsd.edu.
Oceanography Flourished Too

—by Fred Spiess

As I was working on this note and reading the accounts of those I still think of as my new colleagues, I realized that taking part in UCSD’s early days meant, for you, making a significant decision to cut ties with associates and support structures elsewhere to start something new. For me and the others of us at Scripps the advent of UCSD was an opportunity to take part in something new and exciting without having to disrupt our home life, our research life, or our relationships with close colleagues. One by one we had made the decision earlier to go to a far corner of the country in order to be at the center of the ocean world and now the rest of the world was coming to us.

In 1952 (50 years??) Carl Eckart and Roger Revelle recruited me to join the Marine Physical Laboratory at Scripps Institution of Oceanography (SIO). Five WW II years at sea as a submarine officer, followed by five for a Berkeley physics Ph.D., made an offer from Scripps irresistible—thus started a seagoing science career. Although the Institution was still an outpost of the University of California, it had become the premiere gathering place for a growing group of scientists challenged by the ocean and it was for me the best of all possible worlds. The idea that Scripps might provide the base for building a general UC campus was far from my mind. In fact many of us felt that the advantages of being distant from the rest of the University far outweighed the disadvantages.

Within a few years, however, those of us who interacted closely with Roger became aware of the emerging concept of a graduate school of science and engineering as a natural extension of the ongoing rapid growth of ocean sciences. I recall Roger making speeches in La Jolla about establishing a UC version of Cal Tech—the obvious put-down of UCLA was not lost on us, or on UCLA folk. At that time UCLA had become our parent campus for most administrative purposes and I must say, to their credit, that, viewed from the perspective of the director of the Marine Physical Laboratory at the time, I do not recall any moves of direct retribution.

As things moved forward, it was one thing to talk of a new concept and another to decide where to put it. SIO had 170 shoreside acres purchased for $1,000 from the city of San Diego by its parent Marine Biological Association in 1907. To Roger and the rest of us it seemed logical to try to build on an appropriate share of the nearly vacant adjacent land. One difficulty visualized by opponents was the existence of noise from the Navy fighter jet traffic in and out of Miramar Naval Air Station. Led by Leonard Liebermann, some of us who were acoustics oriented and lived in the nearby Scripps Estates Associates development operated sound level meters at our homes to document the real conditions. These were actually not too good until the Navy agreed to a flight pattern that would avoid the campus area.

My own direct involvement with the developing situation came about rather abruptly. Herb York was appointed Chancellor, to the surprise and chagrin of many of us who had been involved or watched Roger visualize and build the new structure which, by then, had the goal of being a general campus. Roger quickly and graciously arranged to go on leave to Washington DC. This left not only a new Chancel-lor, but also some other administrative gaps since, in addition to being Chief Campus Officer, Roger had also been the Dean of the School of Science and Engineering and Director of SIO. Herb asked me to be Acting Director of SIO and appointed Keith Brueckner to be Dean of Letters and Science. I do not think that many people realized it took three Berkeley-trained physicists to do what Roger had been doing. Keith, Herb, and I had simultaneously in the late 40’s been graduate students in the Berkeley physics department, finishing our Ph.D.’s within just a year or so of each other.

The early 60’s were a strange time for SIO. We had our momentum up to continue the post-WW II expansion of oceanography and yet we had to accommodate to having others on the ground. The freewheeling operating mode we had enjoyed earlier was quickly disappearing. Although the new faculty members of that day recall it as a time when things moved quite quickly, they are comparing the young UCSD structure with UCLA—at SIO we saw it as an increase in academic formality relative to earlier times. Suddenly we had to establish an academic department—in fact there was a point

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at which the oceanography degree was nearly disestablished by a minority that felt that everything was really just earth sciences.

There was also a level of tension that arose because in those days most of the senior people at SIO had done their Ph.D. work in other fields—physics, chemistry, biology—and were recruited because of their interests in the ocean. Suddenly there were local departments in their root disciplines and they became interested in their past connections away from the drives that had led them to work in the sea. There were also confident scientists coming from outside who were sure they could solve the problems of ocean science quickly and get on with their other work. Finally, there was the lure of being involved in undergraduate education—something that had not been part of the life of Scripps as a graduate school.

In this environment I saw my primary function as helping hold SIO together in the face of new forces—keeping us moving forward to our own goals while simultaneously maintaining a strong underpinning for the general campus development effort. We benefited greatly from sensitive support from the new administrative structure and the small size of the operation. My office was in the SW corner of the new part of the Scripps building. Herm Johnson—moving from being SIO business officer to Vice Chancellor—was in the next space to the north and Herb in the one just beyond, overlooking Bikini Plaza. It was easy to keep administrative problems from arising, simply by walking down the hall and maintaining good communications.

Scripps benefited in attracting new faculty—for example the recruiting of Andy Benson was in part influenced by the growing biochemistry community, and UCSD’s growth surely played a role in Ted Bullock’s moving his research unit from UCLA to join us. We also were able to accelerate the building program in order to provide room for the new recruits as they awaited conversion of ex-Marine Corps space and the construction of what became Urey Hall. This acceleration was paralleled by SIO’s initiative in attracting federal funding for Pete Scholander’s physiological research building and a state-of-the-art hydraulic laboratory.

Leading members of SIO played a variety of roles in the general campus recruiting activities ranging from direct involvement in targeting good candidates, to helping to show off SIO and the La Jolla area to those being courted. Sally (Spiess) recalls this as being a busy time for many of the wives (midwives for the new enterprise?) as they helped Sybil York and Frieda Urey entertain the stream of visitors.

That we did keep SIO moving forward was recalled to my mind as I looked back at Helen Raitt’s Scripps Institution of Oceanography history book documenting SIO’s origins. She includes a table listing our seagoing facilities as of the late 60’s. This shows that in the 5-year period from ’61 to ’66 we added 5 craft of various types, including the general-purpose ships Alexander Agassiz (primarily to support the Marine Life Research Program led by John Isaacs), the Ellen Scripps, and the Thomas Washington.

More fun for me was being involved in the design, construction, and launching of Alpha Helix—Pete Scholander’s floating physiological research laboratory—and FLIP, our open-ocean stable platform. In the latter case I had a major role, including being in command of the trial crew for the first “flipping” operations—beginning that vehicle’s research support career that continues to this day—40 successful years and still counting. We also acquired land and facilities for our own operating base on the bay side of Point Loma. I recall having to go to the San Diego Yacht Club to explain our plans and reassure them that we would not interfere with their activities.

The late fifties and early sixties were an exciting time on the ocean science front as well as in UC development. While helping with campus development we were building new tools and carrying out major elements of the research that led to the generation of the plate tectonics model for the behavior of the earth’s crust. For myself, in addition to administrative responsibilities, I was able to maintain a seagoing pace of a couple of expeditions per year and to produce some Ph.D. students as well. In that same time frame I represented SIO in the session that determined that we should take the lead in the embryo ocean drilling program—an activity that came to full fruition in the late 60’s under Bill Nierenberg’s tenure as SIO director—the result was a major contributor to UCSD’s rapid rise in federal funding rankings.

My time as acting director of SIO ended when Roger returned from his tour as Science Advisor to the Secretary of the Interior. He took a new position as Vice President for Research in UC President Clark Kerr’s office and picked up again as SIO Director. I took the Chair of the Oceanography Department and continued my Marine Physical Lab directorship. Roger did not have the same involvement as before, and he soon decided to resign and take a position at Harvard. This time it was to be a permanent departure and we produced a poignant counterpart to our 1959 block party bash for his 50th birthday—now it was a “Farewell to Revelle”—done in good Scripps fashion in the cavernous, still empty, freshly built Hydraulics Laboratory.

Herb again asked me to take on the SIO position while a search was carried out for a successor to Roger. This time I said I would do it if I were actually appointed as Director. This
was done, putting me in the same position as Carl Eckart—also my predecessor as MPL director—when Sverdrup left SIO back in 1948.

I do recall some 60’s general campus service. This included membership in the Campus Planning Committee when, in 1963, the college system was translated into paper reality by architect/planner Bob Alexander in our 12-college Long Range Development Plan. I also recall membership in the Committee on Educational Policy with Bill McGill as Chair and Herbert Marcuse as another member. Among other things, we drafted a policy on classified research that was approved by the Senate before the turmoil of the late 60’s. Particularly in view of Marcuse’s participation in the drafting, it provided a useful background for later discussions of that topic.

Belief in the college approach as generated during the birth of the UCSD general campus followed me on into later eras. After I had served as Division Chair and was Chair of our Committee on Planning and Budget in 1987, I had the privilege, in the context of a major review of campus planning, of helping to reiterate the college concept, particularly in maintaining its scale in the face of administrative pressures for a substantial increase in college size. As 1990 chair of the Universitywide Academic Senate and, more recently, as chair of the Senate Task Force for UC Merced, I helped press for adoption of a similar college approach for UC’s tenth campus—pressure that has finally resulted in a formal commitment to a scheme much like ours.

Looking back, it seems that the emergence of UCSD, drawing on, but not sapping, the strength of SIO, was carried off successfully. It gave those of us who were already on the ground new colleagues, plenty of extra duty and pride in being part of the genesis of an amazing university—all the while continuing to enhance our leadership in ocean science.

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**UC Care and Delta Dental as Seen from Barcelona**

—by Gabriel Jackson

Since joining the UCSD faculty in 1965 I have been a member of UC Care, first under Prudential management, and since last year with Aetna. Under UC Care rules, if you are being treated “out-of-area” (such as in Barcelona where I have lived since retirement 19 years ago) you pay 100% up front and send in your claim form along with the bills you have paid, after which you hope to receive c. 80% reimbursement (until last year) and now c. 90%.

I have been extraordinarily lucky with my health. All the experiences on which the following paragraphs are based have been outpatient visits and lab tests. But the experience has been very aggravating in terms of slowness of reimbursement (an average of about three months) and almost total failure to answer any questions put by me and/or the Spanish doctors treating me.

Here are a few examples. 1) When an ophthalmologist prescribed an anti-vasoconstrictor because of “insufficient blood circulation in the retina” the claim was refused. In answer to my second letter requesting an explanation, I was told that “insufficient retinal circulation” was not a recognized disease. A follow-up letter from the doctor received no response. 2) When my dentist restored the dentine on a tooth where the natural coating had completely worn away, Delta Dental refused the claim on the grounds that they do not pay for aesthetic dentistry. A letter from the dentist explaining that his motive was to save the tooth went unanswered. 3) My bills were of course being paid in pesetas until this year, and I made a habit of including with the paid bills a calculation of the equivalent dollar sum at the exchange rate of the day of service (following the example of credit card companies). In one instance, whoever opened my claim letter simply transferred to the Prudential benefits form the amounts I had paid in pesetas. This had the effect of making the bill look 170 times larger than it actually was, and the whole claim was refused as being preposterous. This happened more than ten years ago and I honestly cannot remember whether my letter pointing out the error led to reimbursement or not.

The reader may wonder why I am not supplying dates and exact figures in this account. There are several reasons. First, I never anticipated writing an article about my insurance problems. Second, the amounts involved varied between about 50 and 150 dollars. Aggravating losses, but an hour of a lawyer’s time would cost more than the successful struggle for my claim, and so I simply dropped the matter when months passed and no answers were provided.

Third, sometime in the mid-90’s I did have a long and fruitful conversation—by telephone while in the States—with a UC counselor at the Oakland Hq of the UC system. He was able to settle for me in two weeks a couple of claims on which I had gotten nowhere by letter or by an 800-number verbal inquiry over a period of months. At the same time I had submitted to him several unsettled claims from earlier years, and he had advised me that expecting action on anything older than two years would not be practicable.

My most serious problem occurred in connection with a colonoscopy. I had had this procedure twice before retirement, and in both cases had received a single bill for my c. 20% share of the total cost. In this first Barcelona

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Present Shortly After the Creation: Sociology and UCSD in the Early Seventies

—by Joe Gusfield

In 1968 UCSD was all promise, but still a tiny island in an academic ocean. The student body numbered under 4000, with about 25% in graduate studies. Sociology was housed in a small one-story building, formerly an Army barracks (I think it’s still there). It was set among the eucalyptus trees of Matthews campus. Revelle was the only completed campus, constituting three class and office buildings, including Urey, Bonner and the Humanities-Library building. The central library had just been completed and the entire campus had an air about it of “alterations as usual going on during business.”

Beyond the weather and the larger city, what pulled me toward UCSD was exactly that open quality which only a new institution can offer. With two other sociologists (David Riesman and Zelda Gamson), I had recently published a study of two new colleges and two other sociologists (Aaron Cicourel, Clifford Grobstein). It was an appealing place for someone like me who was critical of the mainstream in his own discipline.

The excitement of UCSD was in this feeling, conveyed by the committees that had interviewed me, by Chancellors John Galbraith and Bill McGill (in 1969), by McGill’s successor as Acting Chancellor, Herbert York, by VCAA’s Sol Penner and later Paul Saltman. We were fortunate to have had administrators who welcomed innovation and who supported and articulated a sense of vibrant excitement about the mission of the university.

There was another attraction: the plan for a campus of several separate colleges. I have been deeply influenced by having been a student and later a faculty member in College of the University of Chicago during the days of Robert Maynard Hutchins’ presidency. I quickly learned that the colleges at UCSD would have neither the budget nor the power to make their own faculty appointments or to influence those of departments.

Realizing that this would be a department-dominated campus, I gave up any interest in playing a role in the college system, but I have always regretted my disengagement and the aborted character of the UCSD college system that gave rise to it.

By the mid-Sixties, on an international level sociology and the social sciences and humanities in general were exposed to powerful intellectual currents critical of previously dominant assumptions in their fields. To oversimplify a complex movement, in sociology we began to recognize the deficiencies in an overly rigid use of models of research used in natural science as they were carried over into studying human behavior. These movements made for a sociology that sought a greater closeness to observing behavior, was skeptical about quantification as always essential, and was attentive to historical and local contexts. This is sometimes summed up as a return to the importance of culture, to an understanding of how experience is interpreted and responses generated by those we study. This general direction was congenial to my thought and formed the background for the new department.

I tried to hire people who had done fieldwork or were interested in culture as an essential part of what they were doing. As was true of much of UCSD at the time, we had little in the way of a program, neither in curricula nor in recruitment. Our only criterion was quality. Looking back on it now, I think we shortchanged our students in failing to develop a more balanced program earlier, but—as seemed the norm at UCSD—we were imbued with a sense of mission which gave us a reputation in sociology as a leading department in the study of culture.
There was an excitement in those early years that was shared by the campus. Since many departments had few members, we were all called on to make up a mass to impress would-be recruits that the campus really did have a faculty. I counted twenty-five recruitment parties in the social sciences that I attended in one year.

Recruiting a department of first rate sociologists was the prime mission of the department in those early years. But of the five people hired in my first year, only three remained at the end of the second year, 1970-71, Jerry Skolnick, author of a prize-winning field study of policing, stayed for one year and returned to UCB (he now has a joint appointment between UCB and NYU). Jack Douglas, who had written a fine study of how deaths are perceived or not perceived as suicides, retired in 1991, as did I. Randall Collins (a UCB graduate student than teaching at the University of Wisconsin) had written a paper which impressed me. I contacted him and he accepted an assistant professorship. (He is now at the University of Pennsylvania). A second assistant professor (who shall be nameless) was highly recommended by friends, but proved a disaster and his contract was not renewed after two years.

The department did not jell until the hiring of several full professors: Aaron Cicourel, Bennett Berger, Fred Davis, and Cesar Graña, all from other UC campuses. All of these contributed to the general sense of a department concerned with fieldwork and with historical and comparative research. Bennett and Aaron are now also retired, though Aaron still plays an important role in Cognitive Science, and Fred and Cesar have died.

It is important to recognize that although each department developed its own sense of mission, the faculty was a united and powerful force. The Academic Senate was not a representative body but consisted of the entire professorial faculty. Meetings were usually well attended and issues hotly debated. Because so few faculty were available for Senate committee tasks, we met many people across departmental and academic areas. There were no deans and not much bureaucracy between the Chancellor and the Chairs. We felt not governed, but governing.

UCSD in those years also had an air of insularity, a real “ivory tower.” Our reference and our aspirations were almost wholly focused on national arenas. Cab drivers had to be directed to the campus, a place most had never heard of. Yet there was tension between the community and the campus. Though we were insular, we were not aloof from the academic tensions of the Sixties. I had known of conflict between UCSD and the Regents over the continuance of the appointment of Herbert Marcuse, a philosopher of great world renown as the intellectual guru of the student protest movements of the Sixties. Herbert had joined UCSD after retirement from Brandeis University and was on a limited appointment, now up for renewal. The Regents wanted him out.

I distinctly remember an event—I think it was a few days after my move to UCSD. Bill McGill, formerly chair of the Academic Senate and now Chancellor, had called a meeting of all departmental chairs for Saturday morning! This was unheard of in my experience. Bill had just negotiated what was interpreted as a victory: Marcuse was reappointed for one year but promised to resign at the end of the year. When Bill walked into the room everyone stood up and applauded! I thought to myself, “What have I done in leaving Illinois?” But then I realized that the standing applause was merited recognition of McGill’s work in staying off a critical conflict that seemed only slightly below the magnitude of the Cuban missile crisis.

An account of these early years would be incomplete without mentioning the “time of troubles” of student sit-ins and protests in connection with the origins of Thurgood Marshall College, until several years ago officially called Third College, but then and for a few years after, unofficially called Lumumba-Zapata College by its students. Bill McGill, who was Chancellor at the time, has written about those events in his book The Year of the Monkey; I advise you to read it.

Those events were also important in developing a further sense of commonality among the disparate faculty. Senate meetings were exceptionally well-attended and sometimes went on into the night. The rapport engendered then continues today to some degree among those of us for whom this is the university WE built. As I occasionally see someone from those days whom I haven’t seen in a long time, I think that our warm smiles are a result of reminding each other of those days. We have become objects of nostalgia to each other.

As I reflect on the present-day, I recognize that we have been successful in developing a major university with variety and intellectual interest for both students and faculty. We have become less insular and more a part of the scholarly world as well as of the local one of San Diego. That is all to the good. The initial excitement of starting afresh is gone, but it is replaced by a steady state that is deeper, wider, and richer in its scholarship. I also recognize that, absorbing as those early years were, for me personally they were emotionally overshadowed by the death of our eldest daughter in 1970.

Today, as I walk on campus, people sometimes ask me for the location of some department or building and I often answer, “I don’t know; I’ve only been here 33 years.” Things and locations have changed so much. It is a better university now—more facilities, more programs and events, intellectually broader. But I can’t help missing the excitement, the intimacy, and the mutual joy of an open and developing enterprise. After the Creation came the Garden of Eden, and we have all been exiled since.
instance, after paying what I thought was again the single bill for my share, I subsequently received two other bills, and I wrote to both Prudential and to Thornton Hospital asking for an explanation. (The procedure had been done while I was visiting in San Diego, but I received the bills back in Barcelona). As in practically all other cases, they did not answer my letter, but after about two months I received a call from a collection agency. When I said I was awaiting answers to a couple of brief questions, the telephone voice ignored my statement and simply repeated. “Are you going to pay or not?” After several such calls I sent an e-mail to Bob Hamburger, with whom I had served on several committees and who had become a personal friend. Bob looked into the matter, and informed me that I had already paid more than my actual share. About a month after that I received a one-liner from the collection agency saying that I no longer owed any money. What if I hadn’t had a colleague-friend in the UCSD medical community?

Since similar delays and non-replies have continued into the Aetna era with UC Care. I spoke a year ago with a benefits counselor at UCSD. She recommended that I inform her when submitting a claim, and that she would try to expedite action. On January 8 of the current year I informed her by e-mail that I had heard nothing about a claim for a prostate examination sent in on August 8, 2001, and about a claim for an emergency operation to remove a speck from my eye on November 18, 2001. On January 23 she answered that they were working on the problem with Aetna and that I would hear shortly. As I write this article on April 7, 2002, I have still heard nothing. I expect to visit the States in June, and doubtless will start the 800-number routine at that time.

When in the States last spring I also tried, by both e-mail and phone, to suggest to an Aetna supervisor the possibility of establishing a working relationship with my Barcelona doctors. For 15 years I have had the same primary care physician, gone to the same lab and the same outpatient clinic. Could not some arrangement be made? No, Aetna has no working relationship with any Spanish medical group, period.

Final detail: on p. 9 of the current UC Care booklet it states that if you are traveling outside the US “you may call and request to have the UC Care Member Services representative call you back to avoid the long distance charges.” On Jan. 25, 2001, I tried this. The woman who picked up the phone said she knew nothing about the matter and passed me on to a man, who said he could not personally accept reversed charges, but that someone would call me soon. No one ever called.