



## THOMAS MACMILLAN, CHIEF OPERATING OFFICER

Executive leader with a 20+ year track record of strategy, consulting and delivery success in the payer and provider industries. Deep expertise in leading IT and Operations functions (front/middle/back office) to proven cost reduction and performance improvement results. Board Member and Advisor to software and services companies in small- to mid-market.

Industry recognized expert in creating/closing/operating multi-billion dollar tech and operations sourcing deals; value based care; healthcare innovation/growth/M&A strategy; AI and data analytics; and personnel mentorship and development.



EmblemHealth is one of America's largest not-for-profit health insurers, serving more than three million people in the New York tristate area. With an 80-year legacy of serving New York communities, EmblemHealth offers a full range of commercial and government-sponsored health plans to employers, individuals, and families.

## DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Adoption of AI; Data and Analytics, Digital Adoption and Business Model Change. Enhancing engagement and outcomes through AI

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

Cognizant, Accenture, Salesforce, Trizetto, Oracle, Microsoft

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

1250

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

\$300 million

## PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Real adoption of AI in operational, clinical, and financial settings

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Infrastructure and the right partners

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH? AI, Patient Data, Member Engagement

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?

12 months

WHAT IS YOUR BUDGET FOR THIS PROJECT?

\$150 to \$300 million



**What technology/services are of strategic importance to you in the next 12 months?**

**Please indicate level of need/importance below.**

**We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.**

Improved Risk Adjustment Using Combined EHR And Claims Data	C
Identify, Engage, Treat, And Reduce Cost Of Members With Untreated Behavioral Health Conditions That Worsen Physical Health	C
Payer And Provider Partnerships In A Value-Based Reimbursement Environment	B
Secure Cloud Payer Solutions	B
Next-Generation Core Administration And Care Management Platforms	A
Delivers Health Intelligence Through Data Consolidation, Advanced Clinical Analytics And Engaging Member Mobile Apps	A
Enhancing Member Engagement And Self Service With Cognitive Virtual Agent Services	C
Information Sharing Platform For Care Coordination And Population Health Management	A
Improving Health Benefits Administration Tools In The Consumer-Centric Era Of Healthcare	B
Moving Business Solutions To The Cloud. It's More Than Just Applications.	D
Population Health	A
Value Based Care	A
Patient Experience	A
Payer/Provider Collaboration	B
Analytics/AI	B
Cybersecurity And Healthcare Fraud Prevention	B
Mitigating Risk Using Advanced Identity Access Control To Secure Electronic Personal Health Information	D
Care Coordination	C
Precision Medicine	C
Chronic Condition Management	B