



CHERYL PERKINS, VP & CHIEF CLINICAL OFFICER

As a passionate and dedicated healthcare leader, I am driven by the belief that every individual deserves access to high-quality, comprehensive care. With extensive experience as a Chief Clinical Officer and Chief Operating Officer, I have consistently delivered growth, improved clinical outcomes, and reduced costs of care and administrative expenses. My forward-thinking and innovative approach, combined with my collaborative leadership style, has allowed me to build high-performance teams and drive impactful change in the healthcare industry.



Fueled by our bold purpose to improve the health of humanity, we are transforming from a traditional health benefits organization into a lifetime trusted health partner.

Our nearly 100,000 associates serve more than 118 million people, at every stage of health. We address a full range of needs with an integrated whole health approach, powered by industry-leading capabilities and a digital platform for health.

We believe that improving health for everyone is possible. It begins by redefining health, reimagining the health system, and strengthening our communities.

DEPARTMENT BREAKDOWN

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

Advance whole-person care through care collaboration and personalized disease management

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

Telehealth, Chat/Text, Concierge Care

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

3,800

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

\$150 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Advancing whole-person care and improving member engagement/HEDIS and STAR ratings

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Access to care, recruitment

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

Analytics, AI, Predictive modeling capability, disease management and member engagement

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?

8 months

WHAT IS YOUR BUDGET FOR THIS PROJECT?

\$100 to \$150 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