

Andrew L. Naugle

MBA

Principal & Healthcare Management Consultant



CURRENT RESPONSIBILITY

Andrew is a principal in the Seattle office of Milliman. He joined the firm in 2000.

EXPERIENCE

Andrew specializes in helping health insurers, managed care organizations, Health Insurance Exchanges, and Accountable Care Organizations implement and improve administrative operations by focusing on people, processes, and technology.

During his 15-year career in the health insurance industry, Andrew has consulted with clients on a broad range of topics including:

- Planning, evaluating, and improving administrative operations
- Managing and benchmarking administrative expense and cost allocation
- Designing information systems to support administrative operations
- Writing requests for proposals and managing vendor selection processes
- Facilitating strategic planning and evaluation of strategic options
- Designing and implementing policies, procedures, and work instructions
- Conducting market research and surveys
- Writing insurance related documents such as proposals, articles, speeches, prepared testimony, and marketing copy

Andrew's current research is focused on developing operational infrastructure and processes to support State Health Insurance Exchanges.

He also has considerable experience with public-sector programs such as Medicare, Medicaid, TRICARE, and the VA. He has assisted clients in development of winning proposals for state and federal contracts.

PRESENTATIONS AND PUBLICATIONS

"Excess Health Insurance Administrative Expenses," *The Healthcare Imperative: Lowering Costs and Improving Outcomes: Workshop Series Summary*. Roundtable on Evidence-Based Medicine, Institute of Medicine, 2010

"ICD-10: Industry Perceptions and Readiness," Milliman White Paper, January 2010

"ICD-10 "Critical Success Factors," Milliman Webinar Series, 2009 and 2010

"Administrative Staffing and Cost Trends: Which Direction Do the Arrows Point?" Milliman *Health Perspectives*, Winter 2007

"Containing Administrative Costs in a Managed Care Organization," Milliman *Health Perspectives*, Winter 2006

AFFILIATIONS

- Professional, Academy for Healthcare Management

EDUCATION

BA, English, Wabash College
MBA (cum laude), University of Notre Dame

