

Alexis Miller Biography

LinkedIn Profile: <https://www.linkedin.com/in/alexis-miller-074120/>



Alexis, in her role as Market President for Federal Markets, is responsible for managing Highmark's Medicare Individual, Medicare Employer Group and ACA Individual businesses. With annual revenue of nearly \$4B, Federal Markets represent approximately one-third of Highmark Inc.'s annual revenue and is a focus area for continued growth.

Alexis leads a team to develop and execute the strategy to attract, retain and serve Medicare and ACA members while operating within the guidelines of federal programs and state regulations, and delivering business performance results in alignment with corporate goals.

Alexis has been serving Highmark customers in various leadership roles since she joined Highmark in May of 2006. In her most recent prior role of SVP, Senior Markets, Alexis led the team to successfully grow the Medicare Advantage business, as well as establish the foundation for future growth. Before that, in her role as SVP, Individual & Small Group Markets, Alexis was instrumental in leading the company to turn around and stabilize the financial performance of the ACA (Affordable Care Act) business during a time of changing government policy and market dynamics. Prior

to that Alexis held positions including VP, Provider Reimbursement, VP, Subsidiary Operations and Program Director, Integration.

Prior to joining Highmark Inc., Alexis spent more than a decade in management consulting for Cap Gemini Ernst & Young. In this capacity Alexis assisted large consumer products, automotive and financial services companies in better understanding and improving the performance of their products and services.

Alexis was born, raised and educated in the Pittsburgh area. She holds a B.A., Economics from the University of Pittsburgh and an M.B.A., Finance from Katz Graduate School of Business.

Current Board of Director affiliations include:

- United Way - United for Seniors Leadership Team
- Blue Cross Blue Shield Association (BCBSA) Government Markets Implementation Subcommittee

Thought Leadership Topics:

- Medicare Advantage and ACA markets and programs
- Market dynamics in PA, WV and DE
- Strategies for growing and retaining membership
- Senior-specific strategies for improving member experience
- Managing financial performance levers

Interviews/Articles:

Highmark announces 2020 Medicare Advantage and Medigap products in western Pennsylvania

<https://www.highmark.com/hmk2/newsroom/2019/pr100119Mamg.shtml>

"Consumers have a lot of choices when it comes to selecting the right Medicare coverage.

Whether it's a Medicare Advantage plan or Medigap supplements, Highmark has a plan for everyone that includes affordable monthly premiums, robust benefits and low out-of-pocket costs."

Highmark lowers costs, increase benefits for Medicare Advantage plans

<https://www.bizjournals.com/pittsburgh/news/2019/10/01/highmark-lowers-costs-increase-benefits-ma.html>

About Highmark Blue Cross Blue Shield

Highmark Inc., doing business as Highmark Blue Cross Blue Shield, serves approximately 2.5 million members through the company's health care benefits business and hundreds of thousands of additional members through the BlueCard® program. Highmark Blue Cross Blue Shield is the market leader in commercial market share, and through its affiliated Blue companies has strong Medicare Advantage market share as well. All of Highmark's Medicare Advantage plans in Pennsylvania received a Centers for Medicare & Medicaid Services quality rating of 4.5 out of 5.0 stars. Every year, Medicare evaluates plans based on a 5-star rating system.

In western Pennsylvania, its unaided brand awareness, brand preference and overall brand rating are significantly higher than its closest competitor. Highmark Blue Cross Blue Shield employs more than 4,000 people in western, north central and northeastern Pennsylvania. Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield companies. For more information, visit www.highmark.com.