JESSICA BERTOLO

Sr. Healthcare Consultant

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Current Responsibility

Jessica Bertolo is a senior healthcare consultant with Milliman's Indianapolis office. She joined the firm in 2020.

Professional Work Experience

Jessica brings over 15 years' experience in government-sponsored healthcare programs and managed care, aligning business acumen and program design with a deep understanding of public policy and regulatory frameworks. She advises state government and health plan clients on healthcare policy projects spanning research, policy evaluation, and program development and implementation.

Her primary practice areas are Medicaid managed care, long-term services and supports, behavioral health, quality strategy, program development, and strategic analysis. In this work, she has led client consulting engagements on policy design, development, and implementation, and identifies business models, best practices, and policy options that support client strategic objectives and programmatic goals. Jessica works closely with actuaries and finance professionals in cross-functional teams, most recently on projects to renew a 1115 demonstration waiver, assess the feasibility of a Medicaid managed care specialty plan to serve children in foster care, and to evaluate regulatory authority options for managed care delivery systems.

Prior to joining Milliman, Jessica was AVP of Business Development for CareSource, a regional health plan serving over two million members in Medicaid, Medicare, and Marketplace. In that role she led business and growth strategy development, supporting expansion into new markets and programs. She was a key contributor to the development of the Marketplace product, facilitated corporate and market strategic plan development, and supported new business integration into operations.

Education

- Master of Business Administration, Healthcare Management Concentration, Wright State University
- Bachelor of Arts, International Affairs, magna cum laude, The George Washington University

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