

JENNIFER CRANDALL

Pharmacy Management Consultant

jennifer.crandall@milliman.com

Main +1 262 784 2250 | Office +1 262 220 0739



Current Responsibility

Jennifer Crandall is a pharmacy management consultant with the Milwaukee office of Milliman. She joined the firm in 2023.

Professional Work Experience

Jennifer has a successful track record with over 20 years of experience in the pharmacy industry. She has managed pharmacy benefits for multiple health plans across all lines of business. She was a pharmacy benefits coordinator at the inception of Medicare Part D and developed a reconciliation process and program for PDE submissions before there was CMS guidance. Additionally, during her years in health plan pharmacy management, she has led multiple PBM implementations, transition plans, and audits. Throughout benefit and vendor changes, she also directed several strategies to provide member-centric communications and minimize disruption. Jennifer has also provided management and oversight through pharmacy benefit design processes, data analytics, and overall pharmacy integration.

In addition to her health plan background, Jennifer also developed a pharmacy product and go-to-market strategy for physician-based dispensing health centers. She provided a solution in the market for providers to combine pharmacy and medical claims data for a comprehensive view of a patient. This pharmacy product and service allowed health centers and care partners to maximize revenue and patient satisfaction through point of sale billing and dispensing of medications, while also increasing patient adherence. Many of her clients were nonprofit entities, furthering her knowledge of 340b products and billing.

Jennifer's current focus is delivering pharmacy audit services in multiple capacities. This includes claims, pricing, and rebate audits, as well as contract and performance guarantee evaluations and vendor implementation audits. Her many years in the industry, along with a desire to always be part of the progression, drive actionable output for her clients. She is able to take proven processes and technology and tailor a service that fits each client's individual needs with deep expertise in the following areas:

- PBM monitoring and auditing
- Pharmacy benefit design

- Pharmacy data analytics
- Pharmacy contract management (retail and payer)
- Non-pharmacy site dispensing strategy / 340b allocations
- Pre- and post vendor-implementation management
- CMS pharmacy compliance oversight
- Account and project management
- Pharmacy and medical claim integration

Education

- BA, Political Science, Emory and Henry College
- BA, Philosophy, Emory and Henry College