

RACHEL FERGUSON

MHA, CAPM

Healthcare Consultant

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Current Responsibility

Rachel Ferguson is a healthcare consultant with the Seattle Health office of Milliman. She joined the firm in 2023.

Professional Work Experience

Rachel specializes in operations, feasibility assessments, scalability planning, payer operations, and delivery system operations. She is an accomplished leader skilled in directing teams and providing exceptional service across all levels of an organization. Her experience spans from early-stage startups to large healthcare systems, including managing teams of more than 80 staff and providers. She has notable success in developing nationwide operational strategies that balance efficiency, compliance, and growth across both payer and delivery system environments.

Education

- Bachelor of Science, Human Ecology, Ohio State University
- Master of Health Administration, University of Washington
- Certified Associate in Project Management, Project Management Institute

Presentations and Publications

- Leveraging Operational Excellence: Enhancing Medicare Star Ratings through Effective Adaptation. Milliman white paper, 2024.
- Optimizing Care Management to Improve Outcomes for Medicaid Enrollees with Sickle Cell Anemia. 2025.

Affiliations

- Board Member, National Alliance on Mental Illness Pierce County, 2020 to 2021.
- Member, American Association of Physician Liaisons, 2015 to 2016.