

JENNIFER L. GERSTORFF

FSA, MAAA

Principal and Consulting Actuary

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Current Responsibility

Jenny Gerstorff is a principal and consulting actuary with Milliman's Seattle office. She joined the firm in 2006.

Professional Work Experience

Jenny has spent her entire actuarial career working primarily with state Medicaid agencies, working on programs in over half of the states across the years. With a wealth of experience in Medicaid actuarial and policy consulting, Jenny specializes in working closely with state Medicaid agencies on a diverse range of critical topics. Her extensive expertise encompasses capitation rate development, new policy feasibility analysis, program integrity monitoring and improvement, state budget forecasting, healthcare delivery system integration, customized risk adjustment, health disparity evaluations, risk mitigation mechanisms, and encounter data monitoring.

Jenny's proficiency extends across various benefit types, including Medicaid acute care, community behavioral health, long-term care, dental, and other ancillary benefits. She has also worked with a wide array of populations, including traditional Medicaid, ACA Expansion adults, Medicare-Medicaid dual-eligibles, non-qualified non-citizen expansions, and other specialized program populations.

Beyond her work with state Medicaid agencies, Jenny has been a trusted consultant to independent provider organizations, non-national health plans serving Medicaid and Medicare populations, Medicaid health plan associations, and safety net healthcare providers. Her extensive background includes conducting financial and utilization-based analyses to support the development of historical experience studies, proforma projections, risk mitigation strategies, provider reimbursement rates, grant funding applications, and value-based contracting model implementation.

Jenny is not only dedicated to her clients but also actively contributes to the actuarial profession. She volunteers with the Society of Actuaries (SOA) and the American Academy of Actuaries (AAA), participating in research efforts and developing content for continuing education opportunities. For over a decade, she facilitated monthly public interest group discussions with Medicaid actuaries and other industry experts, fostering collaboration and knowledge-sharing.

Additionally, Jenny plays a pivotal role in coordinating Medicaid-related meeting sessions for annual industry gatherings.

In 2022, Jenny was appointed as a commissioner at the Medicaid and CHIP Payment and Access Commission (MACPAC), a non-partisan government advisory body that plays a pivotal role in shaping Medicaid and CHIP policy through its guidance and recommendations to policymakers.

Professional Designations

- Fellow, Society of Actuaries (SOA)
- Member, American Academy of Actuaries

Education

BS, Applied Mathematics, Columbus State University (2006), summa cum laude

Affiliations

- SOA Health Section Council, Elected Member
- SOA Health Section, Medicaid Subgroup Leader
- SOA 2016 Health Meeting Planning Committee, Vice Chair
- SOA 2017 Health Meeting Planning Committee, Chair
- American Academy of Actuaries, Medicaid Committee Member
- American Academy of Actuaries, Health Equity Work Committee
- Commissioner, Medicaid and CHIP Payment and Access Commission