

KELSEY HIEGEL

Senior Healthcare Consultant

kelsey.hiegel@milliman.com



Current Responsibility

Kelsey Hiegel is a senior healthcare consultant with Milliman's Indianapolis office. She joined the firm in 2023.

Professional Work Experience

Kelsey has extensive experience with Medicaid managed care and brings with her nearly 10 years of health policy and government experience. Prior to joining Milliman, Kelsey was a senior manager at a state Medicaid department serving over 3 million members. In that role she was responsible for analyzing state and federal Medicaid regulations, implementing and operationalizing policies with several national and regional health plans across the state, ensuring state and vendor compliance with state and federal Medicaid managed care regulations, and supporting expansion of new programs, including a specialized managed care program for children and youth with complex behavioral health and multisystem needs and a single pharmacy benefit manager. Kelsey has experience in developing state-directed payments for various provider types and initiatives, drafting and implementing policy for individuals dually eligible for Medicare and Medicaid, and possesses knowledge and experience in long-term services and supports, including nursing facility policy.

In her role at Milliman, Kelsey works with clients on various healthcare policy projects spanning research, policy evaluation, and program development and implementation with primary focus areas in Medicaid managed care, long-term services and supports, and quality strategies.

Education

- Master of Public Administration, John Glenn College of Public Affairs, The Ohio State University
- Bachelor of Arts, Political Science, The Ohio State University