

Donna C. McDonald

Healthcare Consultant



CURRENT RESPONSIBILITY

Donna is a healthcare consultant with Milliman's Atlanta office. She joined the firm in 2004.

EXPERIENCE

Donna comes to Milliman after serving as the Medicare division vice president for upstate New York's Excellus Health Plan (Blue Cross Blue Shield). Donna is an executive-level consultant with over 25 years of industry experience who specializes in assisting health insurance organizations with new product start-up and achieving existing product success, operational effectiveness, and compliance. She has broad knowledge of Medicare and Medicaid products. Donna's expertise makes her well suited for working at all levels within an organization – from senior management to “hands-on” consulting with front line staff.

Donna has worked on numerous and varied projects to support client needs:

- Strategic Planning
- Financial feasibility due diligence and pro forma development
- Operational gap assessments to determine readiness and achieve improvements
- Marketing/advertising/sales strategy and implementation
- Regulatory: compliance programs, compliance audits, State and Federal applications/ RFPs and approval processes, site visits, corrective actions
- Project management oversight and coaching
- Policy and procedure development
- Product implementation oversight and coaching
- Risk and opportunity analyses and “implementation roadmap” development (ICD-10)

EDUCATION

- BS, Business Administration, Rochester Institute of Technology
- MBA, Rochester Institute of Technology

