

Susan Philip

MPP

Senior Healthcare Management Consultant



CURRENT RESPONSIBILITY

Susan Philip is a senior healthcare management consultant with Milliman. She focuses on developing practical solutions to align payment incentives with value and drive progress in healthcare efficiency. She has advised hospitals and health systems, employer coalitions, and public and private purchasers with issues such as payment reform, quality of care, performance measurement, and strategic planning.

EXPERIENCE

Susan brings nearly 20 years of experience in health policy, healthcare finance, and health services research within federal and state governments, academia, and the nonprofit sector. Most recently she has worked with clients on strategies for telehealth/telemedicine financing and adoption. She also works with providers on utilization and care management, benchmarking performance, and population health management. Prior to joining Milliman, her client engagements included:

- Helping the federal government understand the impact of programs designed to drive innovation and adoption of health information technology
- Developing and facilitating board approval of a large, public sector employer's enterprise-wide strategic plan
- Advising hospital systems on value and performance metrics and reporting
- Surveying market trends and payer strategies to better manage chronic conditions.

Prior to that, Susan was the director of the California Health Benefits Review Program at the University of California, which provides the state legislature with nonpartisan analytic reports on proposed laws regarding health insurance benefits. She was also a Medicare consultant at Kaiser Permanente, where she provided policy and regulatory expertise to the northern and southern California regions. In that role, she worked with the health plan and contracting provider groups to ensure compliance with Medicare regulations, such as access to care and encounter data reporting requirements.

Her experience includes developing quality measurement and improvement programs at the Pacific Business Group on Health and developing recommendations to Congress and

the Secretary of Health and Human Services at the Medicare Payment Advisory Commission. She has presented to MedPAC, the Institute of Medicine, and the California State Legislature.

SELECT PRESENTATIONS AND PRODUCTIONS

- U.S. Substance Abuse and Mental Health Services Administration. Guide on Telemental Healthcare Financing Strategies. Washington, DC. Forthcoming, 2015. (Lead Author)
- S. Philip and B. Cosway. Center for Connected Health Policy. California Community Health Centers: Financial Analysis of Telehealth Programs. Sacramento, CA. August 2015
- S. Philip. Panelist at the USC Marshall Healthcare Conference: Impact of the Affordable Care Act, Los Angeles, March 2014
- Pacific Health Consulting Group, A. Naugle and S Philip. Aligning Higher Performance Through Shared Savings Programs: A Discussion Paper. March 2014
- S. Philip and S. Miller. Complex Puzzle: How Payers Are Managing Complex and Chronic Care. California HealthCare Foundation. April 2013
- S. Philip. Presentation at the Institute of Medicine: Determination of Essential Health Benefits, Meeting 2. Evaluation of Health Benefit Mandates. Costa Mesa. March 2011
- S. Philip. Presentation at the Comparative Effectiveness Research: Methods and Controversies Conference, Comparative Effectiveness Research: Needs from a State Health Policy Perspective. University of California, Davis. June 2010
- S. Philip. Presentation at the California State Capitol: Affordable Care Act and State Benefit Mandate Bills. Sacramento, January 2011
- S. Philip, C. McLaughlin, and M. Gluck, Informing Legislative Decision on Health Benefit Mandates: The California Health Benefits Review Program. Health Services Research., 41(3) part II. June 2006

EDUCATION

- AB, Economics and English Literature, Columbia College
- MPP, Health Policy and Nonprofit Management, Georgetown University

