**Eric J. Carrig**

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**Visionary Healthcare Executive and Advocate**

**Leads Teams to Build and Promote Differentiated Solutions to Improve Healthcare**

* Eric is an innovative, entrepreneurial leader who identifies new services and capabilities like digital applications, capabilities, and simpler, higher-quality experiences to differentiate organizations.
* He applies research, insight, analytics, and intuition to shape and test these solutions.
* Leaders come to him because he combines innovation and strategy with leadership and execution.
* Peers and external stakeholders trust and support his new concepts because of his collaborative leadership approach and compelling presentations and demonstrations.
* He builds, inspires and guides cross-functional teams to implement initiatives by encouraging them to take charge, think critically to work smarter and develop better solutions, and have fun in the process.
* Eric brings energy, passion, collaboration, laughter and positive reinforcement to any culture

**Strategic Planning | Innovative Solutions | Project Leadership | Population Health | Payer/Provider Relationships | Performance Analytics | Social Drivers of Health | Risk-based Contracts | Management Consulting | Market Research | Digital Experience Design**

**Medicare, Medicaid, and Commercial Business | Physical and Behavioral Health | Community Support Services**

**PROFESSIONAL EXPERIENCE**

**BLUE HEALTH INTELLIGENCE**, Remote **Dec. 2021 – Nov. 2022**

**Director, Provider Analytics and Plan Performance Improvement**

* Established, vision and strategy for a benchmarking solution to help Blue Cross plans identify how to reduce costs and utilization, improve quality, and optimize networks, benefits, and risk-based contracts.

**PARTNERS HEALTH MANAGEMENT**, Gastonia, NC **September 2020 – December 2021**

**Senior Director, Provider Services, Medicaid Managed Care, Population Health**

* Led a 30-person team to manage provider-related activities of a regional behavioral health agency that serves Medicaid members with I/DD, SUD/OUD, TBI, and SEM/SMI.
* Responsible for network adequacy, credentialing, and provider relations and training among clinicians, mental and behavioral health facilities, residential services, social workers, and community resources to improve health outcomes and reduce costs.
* Implemented value-based care and payment programs that integrated physical and behavioral health and social determinant-related process and outcomes metrics.
* Led the development of a business case and approval of its recommendation to add critical resources during an expansion to ensure provider and member satisfaction.

**HUMANA**, Louisville, KY **2007 – 2020**

**Director, Provider Strategy, Office of the Chief Medical Officer**  2014 – 2020

* One of four people hired to build Humana’s Office of the Chief Medical Officer to reposition the company in the eyers of providers as a healthcare — not just insurance — company.
* Increased adoption of risk-based contracts among providers through a multi-pronged strategy.
* Built relationships with physician executives, practicing clinicians, and business leaders at over 120 organizations to accelerate their uptake of risk-based contracts and population health management.
* Partnered with payers and provider leaders to align goals and strategies related to population health management and value-based contracts to improve quality, reduce costs, and increase satisfaction.
* Led cross-functional team to develop and roll out Humana’s first provider segmentation framework based on analysis of claims-based, financial and engagement metrics and primary research.
* Developed go-to-market strategy to “sell” to each segment based on their needs and preferences for population health capabilities, incentives, and interaction with a health insurance company.
* A simple, practice management app and interface of key metrics for physician leaders to identify panel-specific challenges and communicate with physicians to address them.
* Risk Readiness assessment to determine the degree to which practices have the culture, capabilities and acumen to implement population health and how to close gaps.
* Led Humana’s physician-executive rotation program that instilled a clinical perspective into insurance operations.
* Conceived and led the development of a Population Health Knowledge Exchange to help physicians share lessons for implementing value-based care and population health.
* Achieved more creative solutions by inspiring direct reports and cross-functional subordinates to do what they think is right and providing direction as appropriate.
* Broke down silos by integrating departments and functions and aligned teams by listening to, and collaborating with, all stakeholders.
* Used meetings, presentations and open dialogue so everyone can see themselves in the mission, and how we all create a better solution together.
* Led by example, doing whatever it takes to succeed, from preparing presentations, facilitating meetings, and writing proposals to setting up meetings and making travel plans.

**Staff Leader, Health Guidance Organization** 2011 – 2014

* Working for the top physician executive, reduced costs related to key metrics like admits per thousand, preventative screenings, and readmission rates by partnering with analytics, clinical, and market teams to identify intervention strategies.
* Co-developed patient-stratification approach to help manage the health status of the Medicare population with the clinical analytics team.
* Applied analytics to show the impact of Commercial patients with diabetes on costs as they moved into Medicare, demonstrating the need to intervene much earlier than after Medicare enrollment.
* Ensured analytics teams stratifying patients, quality teams developing chronic conditions programs, and market operations were aligned to guide patients to the best care at the right cost.
* Advised teams developing chronic conditions programs, e.g. shared-decision-making, sleep apnea, about how to develop a business case to “sell” them to senior executives.

**Strategy Leader, Commercial Insurance** 2007 – 2011

* Developed strategy to change the perception of Humana among brokers and large employers from an insurance company to a data-insights company focused on improving employee health and productivity.
* Led team comprised of Sales, Actuary, Clinical, Product, Finance, Competitive Intelligence, Market Research, and Marketing.

**CONSULTING START-UPS | ENTREPRENEUR**, Charlotte, NC **2000 – 2007**

**Management Team Leader**

* Built capabilities, delivered management consulting projects, and sold new business for start-ups.
* Directed 5-person team to create and launch an innovation strategy practice that I sold by integrating educational seminars, articles, and networking activities.
* Led research teams in India to uncover new opportunities, e.g. accurately predicted demand for pets and pet services among women based on analysis of historical data and projected trends, which gave our client a first-mover advantage; Developed framework for predicting asset price bubbles based on research and trend analysis.
* Established business development and consulting team for Chicago office of e-business consulting firm headquartered in San Francisco, CA.

**MCKINSEY & COMPANY**, Chicago, IL

**Research Analyst 1998 — 2000**

* Select projects: Devised a go-to-market strategy for cookware products company; Developed target list of potential acquisitions for a publishing company.

**NORTHERN TRUST**, Chicago, IL **1997 – 1998**

**Market and Competitive Intelligence Manager**

* Built market, industry, and competitive intelligence capability that delivered insights about customers, prospects, competitors, and industry trends.

**Morgan Anderson**, New York, NY **1994 – 1997**

**Market Intelligence Manager**

* Identified marketing executives’ preferences for marketing agencies and approaches to selecting them based on a research study I designed and conducted
* Led the implementation of the resulting go-to-market strategy to sell marketing conturing services.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Master of Arts (MA)**, Focused on Integrated Marketing, University of North Carolina at Chapel Hill, Chapel Hill, NC

* Combined master’s level courses in the business and communications schools
* Paid for school by winning 1 of 2 teaching assistantships and conducting market research
* Published insights from master’s thesis in AdAge

**Bachelor of Science (BS)**, Communications Studies, Northwestern University, Evanston, IL

* Dean’s list
* Learned how to gain consensus and buy-in as community-organizer

Finance and Accounting coursework, University of Chicago; McKinsey Mini-MBA, Chicago, IL