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CARLENE BOEHMER NAMED DIRECTOR OF CLAIMS AND CUSTOMER SERVICE

MADISON, Wis. (Dec. 1, 2014) – Carlene Boehmer has been promoted to director of claims and customer service at The Alliance®.

Chief Operations Officer Paul Meyer said the new title and expanded responsibilities reflect Boehmer’s role in helping The Alliance remain a leader in payment reform and consumer engagement. Boehmer’s new position builds upon her previous role as manager of claims and customer service for the employer-owned cooperative.

Her responsibilities at The Alliance include overseeing the implementation of the *QualityPath*® initiative with third-party administrators (TPAs), supporting the *QualityPath* patient experience and integrating the Find a Doctor website’s cost and quality information into customer service functions.

Boehmer also remains responsible for maintaining a high level of claims processing and superior customer service for the 90,000 people who use The Alliance network to access health care providers. The Alliance annually reprices more than 700,000 claims to apply network discounts, with a claims repricing accuracy rate of 99.9 percent.

Boehmer joined The Alliance in 2000 as an account executive, building on her experience in account management and product development for major health plans in the Madison market. Boehmer has a bachelor’s degree from the University of Wisconsin. She is a licensed health and life insurance agent and has Health Insurance Institute of America (HIAA) certification as a managed health care professional and a health insurance associate.

The Alliance moves health care forward by controlling costs, improving quality and engaging individuals in their health. They use the purchasing power of cooperative members to negotiate with and provide access to an extensive network of doctors and hospitals paid to improve quality by performing better not doing more.

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A professional photo of Carlene Boehmer is available here:

http://www.the-alliance.org/uploadedImages/Press_Room/Press_Release/Carlene_Boehmer_4x5.jpg