



Gail Marcus

Partner

Gail Marcus is a passionate healthcare executive, dedicated to both the mission and business of delivering exceptional care to individuals. She believes in the ability of healthcare organizations to deliver high quality care at a low cost and is focused on helping organizations deliver on that goal. The breadth and depth of Gail's global healthcare experience gives her a unique perspective on the financial complexities of healthcare services. Her numerous operating roles, combined with her consulting experience, provide organizations with valuable insight and tangible deliverables to address opportunities for improvement.

BACKGROUND

Gail spent the first twenty years of her career at CIGNA in multiple senior leadership roles, including corporate treasurer, customer service director, product manager, transformation leader, and program manager. She held P&L responsibilities for a large segment of the business (Preferred Provider Organization, PPO product). Ultimately, she became CEO of a European subsidiary, living in London, delivering insurance and care management services, and turning around a troubled organization. During her tenure at CIGNA, she was instrumental in transitioning the business from a traditional organization to a consumer-based managed care business.

Gail was subsequently recruited by United Healthcare to start up a new organization that provided health data informatics and technology services to the UK public health system. There she built a sustainable business model that was later merged with the Ingenix business capability in the U.S.

After spending time on the Payer side of healthcare, Gail wanted to be more directly involved in delivering quality care. As Senior Vice President at AdvancePCS, a pharmacy benefit management organization, she was responsible for product management and pricing. When the company was acquired by Caremark, Gail was asked to lead the integration of the two organizations, which yielded millions in administrative savings.

Gail has been the CEO of two venture-backed diagnostic labs, with success growing organizations through both M&A and organic means. She has experience with turnaround situations, including Corporate Integrity Agreements and associated compliance requirements.

As a consultant, Gail has worked with large physician practices and regional hospital systems in a wide variety of improvement and transformation activities. She led the integration of community hospitals with a regional hospital system, building a playbook used in subsequent acquisitions. She has also worked on the design and development of an accountable care model for a multi-specialty physician group.

Gail is an adjunct professor at the University of Connecticut and Northeastern University. She has an MBA from Wharton, a Masters in Computer Science from the University of Pennsylvania, and is currently pursuing a Doctorate in Health Administration. Gail is a member of the Center for Medicare and Medicaid Services advisory panel on diagnostics, one of 17 business leaders advising the government on diagnostic testing billing.

OUTSIDE THE OFFICE

Gail Gail serves as board chair for the Southern New England affiliate of Susan G. Komen. She is also a member of the nonprofit organization, Engineering World Health, dedicated to working in underdeveloped countries. She and her husband enjoy traveling, a passion that developed when they lived overseas.

CONTACT

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