

Melissa Anderson Biography

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Melissa Anderson is executive vice president, chief risk, audit & compliance officer for Highmark Health, a \$32 billion blended health organization that includes one of America's largest Blue Cross Blue Shield insurers and a growing regional hospital and physician network. Based in Pittsburgh, PA, Highmark Health's 44,000 employees serve millions of customers nationwide through the nonprofit organization's affiliated businesses, including Highmark Inc., Allegheny Health Network, HM Insurance Group, United Concordia Dental, and enGen.

In this role, Ms. Anderson serves as the primary staff liaison to the audit committee and risk committee of the board of directors for Highmark Inc. and Highmark Health. She is responsible for directing the enterprise corporate integrity program and leadership for advisory services, cyber security and risk management, internal audit, IT audit and advisory services, external audit, audit and strategic analytics, provider investigation, review and performance measurement, risk enablement and compliance.

Prior to this position, Ms. Anderson most recently served as senior vice president and chief accounting officer for Highmark Inc., where some of her responsibilities of leadership and direction included corporate accounting, financial reporting, claims billing, payroll, model audit rule compliance, enterprise corporate risk, and employee benefits accounting and reporting as well as facilities management, security, procurement business continuity and shared services.

Before she was senior vice president, Ms. Anderson spent 12 years in the financial and administrative services department for Highmark Inc., serving roles as vice president, director and manager of various accounting and business units.

Ms. Anderson is a graduate of Leadership Pittsburgh Class XXV, is a member of the KPMG Pittsburgh Alumni Networking group and serves on the Girl Scouts of Western Pennsylvania Honorary Committee.

Ms. Anderson is a certified public accountant and earned her bachelor's degree, magna cum laude, from Washington & Jefferson College.

Current Board of Director affiliations include:

- Make-A-Wish
- Leadership Pittsburgh
- Girl Scouts of Western Pennsylvania Honorary Committee

Thought Leadership Topics:

Ms. Anderson's forward-thinking and proactive nature has launched Highmark Health ahead of its peers by utilizing artificial intelligence to improve the auditing process. Her tenure at Highmark provides unique insight into developing the most effective tools and strategies to benefit the organization and its members. By implementing innovative algorithms and systems to enhance established processes, Ms. Anderson has created an environment that embraces efficiency and prioritizes effectiveness in risk management, while focusing on preventing fraud and waste.

Leveraging artificial intelligence in health care

- Using technology to detect fraud, waste and abuse of health care dollars.
- Complementing manual assessments of health care claims with AI algorithms.
- Sampling populations with the use of technology.

Reinventing the process for compliance officers and internal auditors

- Creating an algorithm and systems to process data to allow staff to do more with less and think more strategically.
- Utilizing technology and advanced edits to stop erroneous claim payments.
- Enabling a proactive strategic-partnership with the business.

Driving effectiveness in risk management, allowing fast and agile performance

- Embedding risk management in how we work.
- Combining rapid decision making with empowered risk partners consistently advising business unit leaders.
- Using integrated teams to drive the right outcome for the enterprise.