



Nanette Penz-Reuter, CLU, HIA, FLMI Consulting Biography

Nanette Penz-Reuter is Vice President of Medwise Partners. She joined the firm in 2005 and has over 30 years of underwriting and operational leadership experience, with a proven track record of increasing profitability and productivity, streamlining processes, conducting operational assessments, executing strategic initiatives, developing and training employees, and initiating positive change.

Nanette has provided executive level leadership to health plans and national carriers throughout the country in a variety of roles and initiatives, including:

- Served in interim roles of VP of Underwriting, AVP of Underwriting, and Director of Small Group and Medical Underwriting for multiple health plans.
- Managed the outsourced underwriting function for numerous health plan clients.
- Provided due diligence regarding the sale of a regional health plan to a national carrier, followed by successful integration of the underwriting functions.
- Designed and automated the monthly small group renewal process for a regional health plan, substantially reducing renewal turnaround time.
- Led cross-functional teams in the redesign and redevelopment of the entire new business small group quote process at a major national carrier, resulting in over a 200% increase in new business productivity, decreased cycle times, and a corresponding decrease in inventories.
- Increased small group underwriter productivity by over 60% through the design and implementation of an electronic medical underwriting system that supported new business growth of 240% while maintaining customer focus and time service standards.
- Built large group, small group and individual medical underwriting departments from the ground up for a provider-owned health plan.
- Conducted a full scope small group medical underwriting operational analysis and delivered strategic recommendations for a national health carrier.
- Re-designed the small group underwriting process, risk tools and workflows for a national carrier, leading to a 15% decrease in loss ratio and a 30% improvement in productivity.
- Provided customized underwriting training programs for large group, small group, FEHBP, and individual medical underwriting.
- Uncovered and revised defective group pricing tools and reports at a regional health plan, resulting in annualized savings of more than \$6 million.

Prior to joining Medwise Partners, Ms. Penz-Reuter held underwriting and operational leadership positions with both regional health plans and national carriers.

Ms. Penz-Reuter received a Bachelor's degree in Finance from the University of Notre Dame and an MBA from Butler University. She holds the CLU, FLMI, and HIA designations.