

Heather S. Clemens, FSA, MAAA

CBA 210
Lincoln, NE 68588-0490

(402) 472-1981
hclemens2@unl.edu

Education

- M.A., Leadership, Bellevue University, 2007
- B.S.B.A., Actuarial Science Major, University of Nebraska – Lincoln, 1996

Experience

University of Nebraska – Lincoln
College of Business Administration
Actuarial Science Program
Assistant Professor of Practice *August 2014 – Present*

- Courses taught include:
 - Introduction to Financial Economics
 - Life and Health Insurance
 - Principles of Corporate Risk Management
 - Principles of Individual Risk Management
- Co-adviser of Actuarial Science Club

Compass Health Analytics, Inc.
Portland, Maine
Consulting Actuary *January 2011 – July 2014*

- Assist nonprofit managed care organizations with claim liability analysis, rate development, budget development, and financial monitoring.
- Support clients in financial evaluation of alternative reimbursement arrangements, including Pioneer ACO, with experience analysis, projections, and modeling.
- Analyzed health insurance data for state insurance regulators to help them better understand their marketplace, including their market composition and changes in premiums over time.

WellPoint, Inc.
South Portland, Maine
Northeast Valuation & Forecasting Department
Associate Actuary *December 2009 – January 2011*
Actuarial Analyst III *March 2009 – December 2009*
Actuarial Analyst II *October 2005 – March 2009*

- Most recently served as Maine valuation lead, responsible for:
 - monthly valuation and forecasting of incurred claims and other liabilities,
 - monthly management reporting and communication of results to business partners,
 - quarterly GAAP and Statutory reporting, and
 - support of internal and external audits.
- Previously served as point of contact for valuation and forecasting related to Northeast Individual and Senior lines of business.
- Supported valuation of liabilities for Blue Cross and Blue Shield plans in Maine, New Hampshire, and Connecticut, including developing a process for analysis of Medicare Part D in its first year.
- Standardized and/or consolidated various processes and reports across the Northeast states to improve efficiency and accuracy.

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Experience (continued)

Mutual of Omaha
Omaha, Nebraska

Group Reinsurance & Valuation Department

Sr. Product Performance Analyst *February 2004 – October 2005*

Sr. Actuarial Assistant & Sr. Product Performance Analyst *August 2002 – January 2004*

- Established claim reserves for group life, health, and disability insurance products.
- Ensured reserve system calculations were accurate and appropriate.
- Led monthly reserve presentations with management.
- Investigated and responded to reserve questions posed by financial reporting and product areas.
- Performed in-depth reviews of reserve processes to identify opportunities for improvements. Presented recommendations to management for approval and implemented changes as necessary.
- Created and maintained thorough documentation of team processes and projects.

Mutual of Omaha
Omaha, Nebraska

Group Health Product Support and Analysis Department

Sr. Actuarial Assistant & Sr. Product Performance Analyst *February 2000 – July 2002*

Actuarial Assistant & Product Performance Analyst *October 1997 – January 2000*

- Completed annual rate studies, filed updated rates with state Departments of Insurance, communicated rate changes to Underwriting department, and implemented changes in rating system.
- Calculated rates and performed financial analysis for new products/benefits.
- Developed process to quantify savings from various programs and include the savings in rate calculations.
- Analyzed provider contracts and recommended changes to contracting department.
- Worked with team to automate calculation of PPO network discounts for rating manual.
- Assisted in the development of the Quarterly Trend Study process for management.

Lincoln Benefit Life

Lincoln, Nebraska

Valuation Department

Actuarial Associate *September 1996 – October 1997*

Actuarial Intern *June 1995 – September 1996*

- Prepared monthly, quarterly, and annual reserve reports.
- Produced monthly lapse rate study.
- Conducted company-wide expense analysis for DAC calculation.
- Converted team's spreadsheets from Lotus 1-2-3 to Excel.