

Michelle E. Billingsley

Vice President, Business Technology Delivery, CareCentrix

Michelle Billingsley is responsible for leading CareCentrix's Business Technology Delivery organization. In her current role, Michelle provides oversight and direction for end to end technical implementations and project delivery enabling CareCentrix to serve its clients and grow its business. Key delivery functions under Michelle's leadership include business systems analysis, quality assurance, delivery management, and client implementation.



Prior to joining the CareCentrix team, Michelle led product engineering for Visiant Health/IkaSystems as Senior Vice President and Chief Delivery Officer. During her time with Visiant/Ika she managed initiatives delivering significant product platform enhancements as well as client support operations. Michelle also held various technology leadership roles during her 14 years with Blue Cross Blue Shield of Michigan, including vice president and chief

information officer for Blue Care Network, Michigan's largest HMO. While with the Blues she had responsibility for operating platform implementations and migrations, data warehousing and analytics, HIPAA compliance initiatives and more.

In 2016, Michelle received the National Management Association's Executive of the Year Award. She grounds her leadership approach to three key principles: clear purpose, true accountability and grit – *a combination of passion and perseverance*.

In addition to over 20 years of experience in the health care IT industry, Michelle previously held IT roles in consulting, higher education and manufacturing.

A proud native Detroiter, Michelle has served on a number of community boards, including of Michigan Council of Women in Technology promoting women and girls in tech. She is also a member and former board chair for the Great Lakes chapter of Thrivent Financial, a nonprofit that aims to provide Christians with financial strategies.

She holds a Master of Education in instructional technology from Wayne State University and bachelor's degree in computer science from Western Michigan University.

Michelle has been married for 29 years and has three children. She enjoys spending time with her family, traveling, and participating in 5k races.