



Terri Page | VP, Market Operations

Terri leads field operations for the East Region and is responsible for provider and health systems management, and local customer support for 6M eligible TRICARE beneficiaries and over 200 Military Treatment Facilities (MTFs). She oversees outreach to National Guard and Reserve units in the East and clinical resourcing activities to help the MTFs recapture health care. Terri provides oversight of the Military Health and Resiliency office focused on improving health outcomes of military families through collective impact with local community partners. She also oversees the Resolutions team that addresses TRICARE Congressional inquiries, priority correspondence and escalated issues. Terri serves as liaison to the staff of the Defense Health Agency's TRICARE Health Plan office for information sharing, collaboration on TRICARE contract operations, and resolution of problems and concerns.

Terri is a retired Colonel having served in a variety of leadership roles during her Air Force career, including Chief Nurse, Air Force Inspector, Squadron Commander, and Deputy Director of Air Force Nursing Services. Immediately before joining Humana Military in 2004, she was the Director of Population Health for the Office of the Air Force Surgeon General.

Originally serving as the Humana Military Regional Quality Manager and then Associate Executive Director, Terri was selected as the Regional Senior Executive for TRICARE South Contract in January 2013, and was promoted to her current position in 2016.

Terri earned a Bachelor of Science degree in Nursing from the Medical College of Georgia and a Master's in Education from the University of Southern California. She has a Master Certificate in Six Sigma from Villanova University and is a Nationally Certified Professional in Healthcare Quality. Terri has also completed PhD course work in Leadership Studies at Our Lady of the Lake University's School of Business and attended Air Force Squadron Officers School, Air Command and Staff College, Air War College, and the Interagency Institute for Federal Health Care Executives at George Washington University.

