

Lawrence Thompson

7948 N. Maple Ave, Suite 103, Fresno CA 93720
972-951-6607 lthompson@inventavis.com

SENIOR EXECUTIVE

30+ years successful experience providing fiscal, strategic, marketing and operations leadership in uniquely challenging situations

Dynamic, results-oriented leader with a strong track record of performance in turnaround and high-paced organizations in the health insurance industry . Utilize keen analysis and insights and team approach to drive organizational improvements and implementation of best practices. Superior interpersonal skills, capable of resolving multiple and complex (sales, human resources, legal, regulatory, financial, operational) issues and motivating staff to peak performance. Excellent strategic vision and creativity. Additional areas of expertise include:

- Strategy, Vision & Mission Planning
- Sales & Marketing Leadership
- Cost Reduction/Containment & Profit Optimization
- Programs, Services & Products
- Joint Ventures & Strategic Business Partnerships
- Contract Negotiations & Strategic Alliances
- Finance, Budgeting & Cost Management
- Re-engineering Operations & Process Improvement
- Strategic/Operational Planning
- Government Regulations & Relations
- Communication and motivation
- Team Building & Performance Improvement

PROFESSIONAL EXPERIENCE

PRESIDENT/CEO 2011 - Present BSI CONSULTING

Founded this boutique consulting firm focused on healthcare delivery and administration. Grew the company to over 20 clients profitably. Consulted with TPA's, technology vendors, outsourcing entities, insurance companies, dental carriers, PBM's and medical providers. Nationally recognized as an industry expert, delivering over 500 speeches on healthcare.

Notable Accomplishments:

- Created technology solutions for various vendors
- Developed Strategic Plans for multiple clients
- Negotiated several strategic alliances and contracts for clients.
- Creatively implemented operational programs to drive efficiency and productivity – some clients gained over 45% annually.

REGIONAL PRESIDENT, 2013 - 2017
POMCO, Inc.

Regional President of this diversified administrative service company. Pomco is one of the largest independent admin service companies in US with over 450,000 lives. Responsible for Western expansion, revenue generation, client services, marketing and reinsurance.

Notable Accomplishments:

- Established and expanded Pomco into California
- Increased Customer Satisfaction scores annually
- Added 32 new client 1/1/16
- Increased BPO pipeline by over \$20M
- Increased Sales and retention in key markets – over 98% retention

PRESIDENT, 2013 -2017
HEALTH INSURANCE COMPANY of AMERICA

Boutique New York insurance carrier specializing in reinsurance, medical stop loss and ancillary products.

Notable Accomplishments:

- Increased stop loss portfolio year over year
- Negotiated several multi-year risk share arrangements
- Increased Customer Satisfaction scores annually
- Increased Sales and retention in key markets

COO 2008 - 2011
HEALTHNOW ADMINISTRATIVE SERVICES

Assigned to turnaround this TPA purchased in late 2006. Restructured the management team, converted entire technology platform, improved retention, cut losses and created new products and services. Expanded to 5 new markets and created a sales force. Created an innovative brand and developed a national presence in the industry.

Notable Accomplishments:

- Restructured management team
- Cut losses from \$7M to under \$700K in 2 years
- Eliminated 12 disparate systems and implemented a new tech platform
- Opened 4 new markets & launched 3 innovative products/services
- Increased membership by 85%.
- Moved company to new consolidated headquarters in PA
- Negotiated for the largest client in the company's 30 year history

Restructured senior management team

SENIOR VICE PRESIDENT, 2008 - 2011
HEALTHNOW NEW YORK INC (Blue Cross Blue Shield Western New York)

SVP of a \$2.6 billion dollar diversified health care company. P&L responsibility for over \$1.8 billion managing two Blue plans in New York State. Served as part of senior management team, worked with the Board and managed two outside subsidiaries. Responsible for over 650 employees.

Notable Accomplishments:

- Increased Gain from Operations each year and improved MLR in Large Case Division
- Negotiated several multi-year top five client renewals representing over \$800M in premium
- Increased Customer Satisfaction scores annually
- Increased Sales and retention in key markets – over 98% retention

COO/EXECUTIVE VICE PRESIDENT, 2005 - 1996
HEALTHAXIS, INC. DALLAS, TEXAS

Member of the Executive Management team of this small public technology and outsourcing company. The primary goal was to groom it for sale/merger. Developed new revenue, product lines, built a sales team from scratch, created a brand, opened new markets, secured all primary clients, honed the balance sheet and found appropriate suitors. Worked closely with the Board to meet all SOX requirements, represented the company to investment bankers and private investors and delivered the eventual merger partner.

Notable Accomplishments:

- Revamped entire revenue generation side of the business while increasing Gross Revenue by 25%
- Groomed the company for sale by cutting costs and driving revenue
- Developed 4 new products and opened 5 new markets
- Worked with the Board to select the right merger partner

PRESIDENT/CEO 2002 - 2005
BSI CONSULTING

Founded this boutique consulting firm focused on healthcare delivery and administration. Grew the company to over 20 clients and profits within the first year of operation. Consulted with TPA's, technology vendors, outsourcing entities, insurance companies, PBM's and medical providers. Spoke nationally at a number of venues on healthcare as an industry expert.

Notable Accomplishments:

- Created technology solutions for various vendors
- Developed Strategic Plans for multiple clients
- Negotiated several strategic alliances for clients.
- Creatively implemented operational programs to drive efficiency and productivity – some clients gained over 45% annually.
- Introduced CDPHP to several clients and guided their entry into that market.
- Orchestrated multiple M&A transactions of industry vendors

PRESIDENT/CEO 1988 - Present

BEN MAR INSURANCE SERVICES.

Founded this company as a Health Insurance General Agency and grew it to the largest in Central California in 1993. Represented over 16 carriers and managed over \$20 million in health premiums. Converted the business to Ancillary Products with the advent of Small Group Reform in CA. Operated in CA and AZ. Company has served customers in CA for over 23 years.

Notable Accomplishments:

- Founded the company and made a profit in the first year of operation.
- Went from the smallest GA in central CA to the largest in 5 years
- Contracted with 16 carriers for product distribution.
- Provided Stop loss services to brokers and TPA's
- Created several specialized health insurance products for CA.

PRESIDENT/CEO 1988 - 2001

GLACIER INSURANCE ADMINISTRATORS.

Founded this Regional TPA. Grew the business from a local Fresno firm to a West Coast administrative innovator. Guided the company to over 120,000 members and 110 employees. Lead the strategic planning process, formulate the corporate vision and strategic direction, initiate growth strategies, approve all major financial management and new product development initiatives, provide strategic guidance on operations, and directed capital creation efforts. Created and sold 2 local health plans to insurance companies. Created the first service guarantees for TPA's in CA. Managed several insured and self-funded plans in CA and AZ. Sold the business in 2001.

Notable Accomplishments:

- Provided administrative services for over 120,000 members
- Grew the company to over \$10 million in revenue and employed over 110 people.
- Developed 2 local benefit plans in 1989 and sold them to 2 insurance carriers in 1994
- Specialized in commercial association plans, insured products and self-funded health plans
- Developed many innovative health products and trans border programs in Mexico

EXECUTIVE VICE PRESIDENT 1981 - 1988

DUN & BRADSTREET PLAN SERVICES

Initially managed the Southeastern US for this innovative TPA. Responsible for all sales and marketing in 7 states with over 90 reports. Took over the Dallas operation and managed business throughout the 8 Southwestern states growing the book of business by over 250%. Joined the acquisition team and purchased 4 TPA's. Appointed COO of one acquisition - TNGA in Houston, TX and had full P&L responsibility for this 50M business. After turning TNGA profitable and expanding its operations in the Southwest was appointed COO of another sub – WPSI. Had complete P&L responsibility for this \$70M business. Took it from a loss of \$456K to a profit of \$3.5M in 18 months. Made the youngest Executive Vice President in D&B history while helping to grow Plan Services to the largest TPA in the country.

Notable Accomplishments:

- Held various positions Sales, carrier relations, M&A, and COO of 2 subsidiaries
- Purchased 4 companies on the M&A team
- Managed insurance operations for over 175,000 lives (over 350,000 members) with 5 national carriers
- Developed insured products for national market – medical, dental and ancillary
- Managed a commercial book of business of over \$500 million exceeding growth, MLR and trend objectives
- Had complete management and P&L responsibility for 2 large TPA entities

EDUCATION

Campion College Jamaica – High School & A Level

Florida Presbyterian/Eckerd College, BA, Management and Economics

University of South Florida, MBA Program, Emphasis in Finance

BOARDS & MEMBERSHIPS

- Chairman – Government relations Board – Self Insurance Institute America – 2016-Present
- The Buffalo Club – Member – 2008 – 2011
- Burchfield Penny Arts center – Board member – 2009 - 2011
- Self-Insurance Institute Of America – Board & Past Chairman – 1991 - Present
- National Association of Health Underwriters – member – 1988-Present
- National Association of Life Underwriters –member -1982-Present
- Professional Insurance Marketing Association 1989 – 1997
- Sports Car Club of America – Licensed Driver – 1995 - 2008

- Society Of Professional Benefit Administrators 1994 – Present
- Fresno Life Underwriters – Past President – 1988 –2005
- Ferrari Club NA – 1997 - Present
- Central California Association of Health Underwriters – Past President – 1991-2006
- California Health Underwriters Association – Board member – 2001-2003
- Dallas Association of Health Underwriters – member – 2005 – Present
- Fresno Chamber of Commerce – 1988 – 2005
- Fresno Economic Development Board – 1999 – 2002
- American Management Association 1979-1984
- Royal Jamaica Yacht Club – 1972 – 2000