

Biography - Jeffrey Cooper

Director, Research & Product Development

Capital District Physician's Health Plan, Inc. (CDPHP)

Jeff Cooper grew up in Pennsylvania's Lehigh Valley. Following graduation from Temple University in Philadelphia, Jeff returned to the Lehigh Valley where he directed vocational and educational training programs.

In 1980, Jeff worked for Brooks International Consulting where he focused on process and productivity improvement in service and manufacturing businesses. Tired of the 100% travel, he joined Empire Blue Cross Blue Shield with the Business Strategy and Operations Group. Here he focused on improvements in the claim areas and the building of dedicated service centers for large customers.

With the advent of managed care in the Northeast, Jeff joined EQUICOR (a joint venture of Hospital Corporation of America and Equitable). Here he took played a key role in the integration of the two companies and was the lead in the development of the Point of Service product.

When CIGNA acquired EQUICOR, Jeff accepted the position of Managed Care Director – Northeast Region. Here Jeff worked with the local teams to improve share and earnings in Massachusetts, New Jersey, New York, Connecticut and Vermont. Additionally, Jeff managed the product portfolio and lead national entry into the Medicare Risk product.

In 1997, Jeff took the Operations Officer Role with MedTrust Inc in Raleigh North Carolina. Here he directed the product, claims and service operations for this managed care company.

When MedTrust exited the market, he became Operating Officer at Carolina Summit Healthcare (a managed care company owned by 3 hospital systems in rural eastern North Carolina). Here he managed the claims, provider network, member services, finance and product functions of the organization until a large Ohio TPA acquired CSH.

Over the past three years, Jeff has directed the Business Development of CDPHP bringing innovative products and services to the health care marketplace..

Jeff and his wife Donna both enjoy golf, skiing and travel and are very excited about living and working in Albany New York..