

HOPE NORRIS

MPH

Healthcare Analytics Manager

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Current Responsibility

Hope Norris is a healthcare analytics manager with the New York office of Milliman. She joined the firm in 2022.

Professional Work Experience

Hope is a public health professional with experience in leveraging data analytics to better understand population health and healthcare costs. Her expertise is focused in the development and implementation of grouping algorithms and analytic models to support value-based payment arrangements, quality measure reporting, and assessments of healthcare utilization and spending. She is also involved in work related to the impacts of health policy and social determinants of health on costs and utilization.

Prior to joining Milliman, Hope was part of the data analytics team at Telus Health, a health policy and actuarial consulting practice, aiding with the development of a health insurance claims grouping algorithm. She has also worked as a research assistant at the University of Michigan Center for Value-Based Insurance Design.

Education

MPH, Public Health Policy, New York University; BS, Neuroscience and Gender & Health, University of Michigan

Presentations and Publications

- Norris, H. C., Richardson, H. M., Benoit, M-A. C., Shrosbree, B., Smith, J. E., & Fendrick, A. M. (2021). "Utilization Impact of Cost-Sharing Elimination for Preventive Care Services: A Rapid Review." *Medical Care Research and Review*.
- Piltch-Loeb, R., Silver, D., Kim, Y., Norris, H. C., McNeill, E., & Abramson, D. (2022). "Determinants of the COVID-19 Vaccine Hesitancy Spectrum." *PloS One*, 17(6), e0267734.