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Michael E. Wilson

President & CEO

Michael Wilson, President and CEO of HealthCare Information Management, Inc. (HCIM) co-founded HCIM with four other experienced managed care operations and information technology experts in July 2000, with the goal of addressing the complexities of the managed care payer industry with a combination of consulting services and automated software solutions. HCIM is a nationally recognized managed care information technology software and consulting services firm that specializes in Business Process Automation (BPA).

“The other co-founders and I started HCIM so we could bring our hands-on operational experience to the marketplace, leveraging our collective expertise in a way that would create a win-win situation for our company, colleagues, clients, and affiliates,” said Michael. “As an example, during my time as a Health Plan Operations Manager, I saw how time-consuming it was for our claims analysts to perform all the manual processes required of them. I was frustrated that they were relegated to performing repetitive data entry tasks when there were more critical analytical tasks to be performed. So when I saw the rudimentary running of an automated claims adjudication tool, I had an epiphany – I envisioned developing a software application to automate manual business processes so claims operations staff could focus on more complex tasks.” Not one to sit idly by, Michael assembled a team and developed the SymKey® solution, which is now utilized by dozens of clients in the managed care/payer industry.

“HCIM really connects with its clients because we’ve been in their shoes and have walked that fine line of maintaining quality and prompt claims processing while operating within budget,” said Michael. “We strive to identify the functional and operational gaps of our clients’ core processes and then deliver innovative automated solutions tailored to meet their unique needs. It’s rewarding to hear our clients ask, ‘How did we ever do without SymKey?’ That’s what pushes us to be inventive and find valuable solutions for our clients.”

Michael grew up in Reno, Nevada and majored in business administration at the University of Nevada, Reno. He has over 26 years of experience in the health plan/managed care payer industry, beginning with his position as Operations Manager at Blue Cross of California. He has held a series of managerial positions at Blue Cross of California, Blue Shield of California, NASCO, McKesson HBOC, and John Muir/Mt. Diablo Health System. He is certified as a Health Insurance Associate from HIAA and has remained active in industry-related advisory groups including the HIPAA Advisory Committee and the Healthcare Information and Management Systems Society (HIMSS). He serves on the Board of Directors for HCIM, QuenQue Inc., and the Western Healthcare Federal Credit Union. He has also served on the Budget Finance Committee for BraeBurn Country Club and is involved in his community.

Michael and his wife, Kat Gesh-Wilson, reside in Richmond’s Pecan Grove Plantation, a suburb of Houston, Texas. They love to golf with friends, have an extensive wine collection, and belong to several wine clubs. He has two grown children living in California.