

INSIGHTS FROM HM LEADERS

Q&A

WITH

**GREG
WILDEN**

SENIOR VICE PRESIDENT
SALES

JOINED HM:

1987

HM Insurance
Group





QUESTION 1:

WHAT IS THE BEST PIECE OF CAREER ADVICE YOU HAVE RECEIVED?

A Pittsburgh-area CEO, who also happens to be my father-in-law, told me, “Communicate and don’t stop until you are told to back it off.”

QUESTION 2:

HOW DID YOU END UP IN THE STOP LOSS INSURANCE INDUSTRY?

My journey began in 1987 when Bill Lowry, the former CEO of Blue Cross of Western PA, hired me to work for its subsidiary, Pen-Wel, Inc., a Third-Party Administrator (TPA). At that time, Pen-Wel assisted customers with alternative funding options for their benefits and had just started to offer Stop Loss coverage. As the business evolved, it eventually became what is now HM Insurance Group.

I've essentially been with our company since its inception.

QUESTION 3:

WHAT IS THE BIGGEST CHANGE YOU HAVE SEEN IN THE MARKET?

The industry-changing decision to remove the million-dollar maximum on health plans and make it unlimited.

This created a massive claim frequency and severity issue that continues to shape the market today.

The landscape has been significantly changed by the dramatic shift in the frequency of claims between \$500,000 and \$1 million, combined with the increase in severity of multimillion-dollar claims and the increase in hospital reimbursements.



QUESTION 4:

WHAT IS YOUR FAVORITE THING ABOUT OUR COMPANY?

We are a relationship-based company. Relationships are everything. Not only with our producers, partners, and clients. But also, with all of our employees.



QUESTION 5:

WHAT WAS YOUR FIRST PAID JOB?

When I was 16, my football coach's parents owned a bar called the Evergreen Hotel, and I cleaned the bar every Saturday and Sunday.

QUESTION 6:

WHAT IS YOUR FAVORITE SPORTS TEAM?

THE PITTSBURGH STEELERS.