

Elaine Gonzalez

Account Management Professional



Qualifications Overview

Elaine Gonzalez is the on-site account management professional assigned to the School Board of Broward County and the School District of Palm Beach. In her current role, responsibilities include providing customer service and educating members on their dental and vision benefits. She also participates throughout the year in many of the health and wellness employee benefit meetings organized by Humana’s clients. Elaine has been employed with Humana for 12 years in the Commercial Market segment of South Florida. She has a diverse background in worksite voluntary, medical, dental, vision, and wellness benefits.

Background and Experience

Humana – Account Management Professional

- Conducts open enrollment presentations, benefit education webinars
- Manages health and wellness events on-site for her client’s employees
- Functions as the on-site point of contact for all Humana member issues
- Provides solutions needed by the dental and vision providers with minimal direction
- Serves as on-site management for all third-party vendor program relationships
- Maintains service performance standards and financial responsibilities

Humana – Consumer Wellness Consultant

- Served as point of contact for employer groups, brokers, and program partners in executing health promotions, facilitating communications, and defining the programs components
- Designed and implemented wellness activities and programs (i.e., health fairs, 3K walks/runs, nutritional seminars, and Wellness Champ committees)
- Provided innovative campaigns to wellness, preventative medicine, and contribution strategies to reduce healthcare cost and improve results for employer groups

Education and Certifications

- Temple University, Bachelor of Arts
- Nova Southeastern University, Huizenga School of Business, Master of Business Administration
- Volunteer for the South Florida Ronald McDonald Charities
- Member of Women Leading Broward
- Florida State Health Licensed Agent