

## Access to Experts



**Carol Hickman**

Assistant Vice President, Service Innovation  
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Carol has worked in the healthcare industry since 1979. She has been with CIGNA since 2006 leading Service Innovation and Customer Experience in Service operations. Before working at CIGNA, Carol worked at hospital and physician managed services organizations and other health plans. Carol's experience stretches across many areas including Operations, Organizational Development, Marketing, Finance, Revenue Cycle Management, Managed Care Contracting, Training, Process Improvement, Technology Innovation, Change Management, Sales Support and Customer Experience.

Carol earned a BSBA in Marketing from University of Colorado, Colorado Springs, and a MBA in Organizational Development/Human Resources. Carol is a Six Sigma Green Belt, and trained in Toyota Production Systems Quality programs.

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