

## **Veronica Cressman**

Veronica Cressman is dedicated to the implementation, management, and oversight of ESIS' medical programs, including bill review, Preferred Provider Organizations (PPOs), pharmacy, and case management. Veronica manages a staff of medical program coordinators who are responsible for maintaining external and internal customer relations specific to medical cost containments services, conducting audits on managed care services, overseeing state compliance on managed care regulations, and providing ongoing training to ESIS' field offices and clients. Veronica ensures consistency in our extensive medical program offerings and acts as the national liaison with our vendor partners.

Veronica has more than 30 years of medical management experience with ESIS. Prior to advancing to the role of vice president, she served as assistant vice president, director of medical programs, workers compensation claims manager, and vocational rehabilitation case manager.

She earned her master's degree in rehabilitation counseling from San Diego State University and her bachelor's degree in psychology from Loyola Marymount University.