
Executive Vice President of Customer Experience and Chief Information Officer Michael Mathias

Michael Mathias is executive vice president of Customer Experience and Chief Information Officer at Blue Shield of California, a 4-million-member nonprofit health plan that serves the state's commercial, individual and government markets. Mathias oversees all aspects of business operations, from enrollment to claims processing, and leads the teams responsible for delivering customer service to members. He also heads Blue Shield's technology strategy and investments.

Mathias joined Blue Shield in 2013, with more than 25 years of industry experience. Previously, he served for 16 years at Aetna, beginning as systems engineering manager and ultimately holding the positions of chief technology officer and chief information officer, directing the company's information delivery systems and long-term technology strategy. He also held prior roles with U.S. HealthCare, Inc., UBS and Educational Testing Services.

Mathias holds a bachelor's degree in computer science from Long Island University. He is a recipient of the 2017 Guys Who Get It Award from the Institute for Women's Leadership and a 2016 Multicultural Leaders Award from the National Diversity Council. He serves on the board of directors for Blue Shield of California Foundation.



MICHAEL MATHIAS is executive vice president of customer experience and Chief Information Officer at Blue Shield of California, a 4-million-member nonprofit health plan that serves the commercial, individual and government markets in California.