

CORTNEY WHITE

Director, Claims



Cortney White is a dynamic healthcare operations leader with over 15 years of progressive experience in claims administration, provider relations, and quality assurance. As Director, Claims at Boon-Chapman, she brings a proven track record of driving operational excellence and building high-performing, mission-aligned teams.

Cortney plays a pivotal role in managing the performance and efficiency of Boon-Chapman's claims department, where she partners with senior leadership to implement scalable improvements that support both client success and organizational growth. Her hands-on leadership style and dedication to continuous improvement reflect Boon-Chapman's longstanding commitment to service.

Throughout her career, Cortney has led national remote teams and created standard operating procedures that ensure exceptional service delivery. Her previous leadership roles at Blue Cross Blue Shield and American Health Plans equipped her with deep experience in claims processing, quality audits, and enterprise-wide project execution.

Cortney's work is grounded in a passion for operational efficiency and empowering teams to deliver better outcomes for clients. She plays a key role in advancing Boon-Chapman's long-term vision, ensuring claims operations are not only efficient but also aligned with the evolving needs of the healthcare space.