

Kristen Hudgins

Director, Plan Operations



Kristen Hudgins has been an integral part of the Boon-Chapman team for more than 30 years. As Director of Plan Operations, she brings deep institutional knowledge and an unwavering commitment to operational excellence to every team she leads. A cornerstone of the organization's administrative infrastructure, Kristen is known for the precision, accountability, and calm authority that only comes from decades of doing the work.

Kristen's career at Boon-Chapman is a testament to the depth and breadth of the self-funded industry itself. She built her foundation on the claims team and steadily advanced through stop-loss, account management, plan building, eligibility, and implementation, accumulating hands-on expertise across virtually every operational function in the organization. That career-long progression has given her a rare, end-to-end understanding of how each department intersects, and why the details matter at every stage.

Her leadership philosophy is rooted in process discipline and accountability. Kristen is the kind of leader who sets the standard, builds the systems, and holds teams to both, not through top-down pressure, but through the credibility that comes from having done the work herself. Her colleagues know that when Kristen is in the room, the process is in good hands.

In her current role, Kristen oversees the operational functions that keep Boon-Chapman's plan administration running with consistency and accuracy for clients, members, and partners alike. Her analytical mindset and meticulous attention to detail make her a stabilizing force in an environment where precision directly impacts people's healthcare experiences.

Kristen earned her bachelor's degree in accounting from Baylor University, a foundation that continues to inform her data-driven, systems-oriented approach to plan operations.