



GROUP MEDICARE INSIGHTS: Leader Spotlight

Leading in Harmony

An interview with Carla Whaley, Associate Vice President of Group Medicare Account Management

How would you describe your role with Humana?

I always describe my role as an orchestra conductor—bringing together multiple teams, stakeholders, and solutions to create a meaningful experience for our clients. I play the role of coordinator and negotiator, proactively identifying my team's needs and our clients' priorities. Through close coordination, we deliver solutions that drive client satisfaction—much like conducting a symphony where every instrument plays in harmony.

Tell us about your career journey with Humana.

I've been with Humana for nearly 40 years. The first half of my career was in sales, and then I transitioned into account management, which I've been doing for the last 18 years.

What's kept me all these years is the people—first and foremost. But I also love the work. I enjoy working with clients, brokers and consultants to find solutions and provide the best coverage possible for our members. It's more than a job—it's a calling. I'm deeply passionate about healthcare—helping to reduce costs and making the system work better for consumers.

How does Humana work to grow relationships with its clients?

We have an incredible, experienced team of 22 account management associates committed to client retention and satisfaction. When clients join Humana, they get a dedicated account executive with strong knowledge of their industry, the workings of Humana, and the Medicare Advantage landscape. They're also well-versed in CMS (Centers for Medicare & Medicaid Services) regulations, Star Ratings, and compliance to help us navigate the complexities of the industry effectively.

We're also big believers in transparency and honesty. We're very open to sharing news with our clients—good or bad—and that's been appreciated in building trust. We don't just see ourselves as a health insurance provider; we see our clients as partners.



An interview with Carla Whaley, Associate Vice President of Group Medicare Account Management



Carla, in floral dress, celebrates a joyful moment with family at her daughter Leslie's wedding last year.

What are you most excited about in 2025?

My hope is returning to a more normal renewal season. 2024 presented significant industry headwinds, and I'm hopeful that 2025 will bring more stability and predictability for our team, our clients and the industry.

What do you enjoy doing outside of work?

My life outside of work revolves around my family, time on the lake, travel and, of course, our many pets!

My husband and I have three wonderful daughters. Olivia, our oldest, is a practicing dentist in Shelbyville and is getting married in May. Leslie, our middle daughter, got married last year and is graduating from the Brandeis School of Law this year. Our youngest, Maggie, is in her first year of medical school at the University of Kentucky. We cherish every opportunity to spend time with them and their significant others.

We love being on the water. During the warmer months, we spend as much time as possible at our lake house on Barren River Lake in southern Kentucky. And as a family, we love exploring new travel destinations together.

Finally, everyone knows I'm a huge pet lover. We live on a beef cattle farm in New Castle, Ky., where we have 10 cats, 5 dogs, and lots of cows and baby calves. And if you count the pets belonging to my daughters and my mom—whom I also help care for—that number grows to 17 cats and 6 dogs. It's a bit of a zoo, but I wouldn't have it any other way!

