



Group Medicare Insights: The Humana difference

Jill Tobin Senior VP of Group Medicare

Meet Jill Tobin, Humana's newly appointed Senior Vice President of Group Medicare, and learn about her plans to build lasting customer relationships, drive strategic alignment, and foster technological innovation with a people-first approach.

Jill Tobin, in her role as Senior Vice President of Group Medicare at Humana, emphasizes the importance of people and relationships in her business approach. As she steps into her new position, her primary focus is on building strong connections with Humana's seasoned and valued consultants and brokers who serve as direct liaisons to clients. "My focus is to fully grasp their challenges, motivations, and priorities," Jill explains. "Maintaining a close connection with our industry is crucial, and that begins by deepening our relationships with clients and consultants quickly."

Jill's people-centered philosophy extends to her strategic planning for the business. "We benefit from a knowledgeable Group Medicare Advantage team at Humana. They are not only familiar with the nuances of the business but are also deeply committed to the well-being of our members," she notes, emphasizing the proactive engagement and learning she is prioritizing to align the team's efforts with strategic long-term goals.

Since joining Humana in 2020, Jill has played a critical role in advancing specialty strategy and enhancing network and market development.



"Our commitment to members is fundamental to our operations."

– Jill Tobin, Senior VP of Group Medicare, Humana

Jill Tobin Senior VP of Group Medicare

Her leadership follows Tim Snyder's retirement in June 2024, after 30 years of distinguished service. Looking ahead, Jill's vision includes achieving a balanced portfolio across all business sectors and sizes, from small, mid-market, and larger groups, ensuring all clients have a voice as they represent a diverse group of retirees deserving of excellent service and care.

Jill proudly highlights Humana's distinctive approach to client and member relations, underscored by an impressive 99% retention rate in Group Medicare and an average client tenure of eight years.

This commitment is enhanced by Humana's dedication to quality, personalized account management, and the extensive experience within the team.

Furthermore, she is keen on reinforcing Humana's position as an industry thought leader and trusted advisor, inviting consultants to engage directly with Humana on key industry issues. She also anticipates incorporating new innovations and technologies to enhance service delivery, aligning with her belief in simplifying healthcare access and navigation for all. "Making healthcare straightforward and accessible remains a top priority for me."

To learn more, visit [Humana Group Medicare](#)