



**EBS CAPSTONE**

Insurance Brokerage Solutions



**Mim Minichiello**  
Senior Partner and Chief Operating Officer

As Senior Partner and Chief Operating Officer, Ms. Minichiello is responsible for operational oversight of EBS Capstone. As a seasoned health insurance executive she brings over 25 years of experience in developing and implementing sales/service strategies, refining processes for maximum client/firm value and creating highly effective teams. In her role as Chief Operating Officer, Ms. Minichiello directs the integration of all line of business – employee benefits, property & casualty and financial services. Ms. Minichiello spearheads business development most recently helping to reengineer the new sales process. She also developed and implemented a business plan process to streamline workflow, maximizing client satisfaction. Ms. Minichiello provides strategic direction in the expansion of the firm's offerings in order to provide employers with superior tools and services. In addition she provides strategic advice and direction to employers on plan design, cost containment, strategic wellness initiatives, flexible benefits and state and federal compliance issues. She has spoken on numerous healthcare industry panels on national Health Care Reform, industry trends and best practices.

Ms. Minichiello comes to EBS Capstone from Tufts Health Plan where she held numerous leadership positions, her most recent being Vice President, Sales and Client Services. She was responsible for overseeing sales and client retention in all industries and market segments in Massachusetts and Rhode Island. Prior to joining Tufts Health Plan Ms. Minichiello was director of client services and implementation at Private Health Care Systems.

Ms. Minichiello holds a Bachelors of Science Degree in Physical Therapy from the University of New Hampshire. She also received a graduate certificate in management from Radcliffe College. In addition Ms. Minichiello is a licensed insurance broker and completed AHIP's Executive Leadership program and attained the Certified Health Insurance Executive designation. She is a member of New England Employee Benefits Council, Society for Human Resources, and The Commonwealth Institute.

Ms. Minichiello is on the board of YWCA of Boston. She is also Vice-Chair of The Boston Club's Nonprofit Board Committee and a participant on the United Way's Campaign Cabinet.

Employee Benefits • Property and Casualty • Financial Services

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