AMBER KERSTIENS

Senior Financial Consultant

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Current Responsibility

Amber Kerstiens is a senior financial consultant in the Indianapolis office of Milliman. She joined the firm in 2018.

Professional Work Experience

Amber provides expert financial consulting support to state Medicaid agencies, specializing in financial data reconciliation, Medical Loss Ratio (MLR) calculations, encounter data quality, and administrative cost development. She leads work on Certified Community Behavioral Health Clinic (CCBHC) Demonstrations, offering guidance on accounting and cost allocation methodologies, provider cost report reviews, and validation processes to support prospective payment system rate setting. Amber has supported multiple states in Medicaid MLR and administrative cost benchmarking, helping translate complex regulatory requirements into actionable guidance for agencies, providers, and actuarial teams. She also develops training programs and mentors emerging professionals in financial and regulatory practices.

Before joining Milliman, Amber spent over a decade in finance roles supporting Medicaid managed care organizations and healthcare providers, including serving as Director of Finance at MDwise, Inc. She also gained foundational experience auditing healthcare entities at a regional CPA firm.

Education

- BS, Accounting & Finance, Indiana University – Kelley School of Business
- MBA, Ball State University

Presentations and Publications

- “Final Rule CMS-2439-F: Medicaid medical loss ratio standards, Essential insights for state Medicaid agencies.” Milliman White Paper, 2024.
- “New CMS guidance for Medicaid managed care medical loss ratio calculations.” Milliman White Paper, 2019.