**OGB Executive Leadership**

(225) 342-9655

[ogbexecutive@la.gov](mailto:ogbexecutive@la.gov)

**OGB Customer Service**

1-800-272-8451

8:00 AM – 4:30 PM CT Monday - Friday

Resources

OGB LEADERSHIP

**Susan T. West – CEO**

Susan West has been the Chief Executive Officer of the Office of Group Benefits since January 24, 2014. Ms. West has more than 32 years of experience with both public and private insurance lines of service as well as management in the areas of insurance policy, loss prevention, and premium development.

Ms. West is a graduate of Louisiana State University with a Masters of Business Administration and holds the designation of Certified Risk Manager. Prior to her OGB appointment, she served as the State Risk Administrator with the Office of Risk Management. She previously served as ORM’s administrator for loss prevention, underwriting and statistics, where she was responsible for policy development, risk financing, and premium development and allocation. Ms. West is also the former vice president of an insurance agency.

**Monique Fisher – COO**

Monique Fisher has been the Chief Operating Officer of the Office of Group Benefits since November 3, 2014. Ms. Fisher is a Certified Public Accountant with more than 20 years of experience in the fields of healthcare, financial auditing, and corporate finance.

Ms. Fisher graduated from Louisiana State University with a Bachelor of Science degree in Accounting. Prior to OGB, she served as the Assistant Comptroller at the LSU Healthcare Services Division. She previously served as an external reporting analyst and manager of Revenue Management at Woman’s Hospital.