



John E. Shore
Special Advisor for Customer Service, TriWest Healthcare Alliance

John E. Shore was selected as the Special Advisor for Customer Service in November 2007 having previously served as the Market Vice President for the Southwest Market (California, Nevada and Yuma, Arizona) from August 2003 through November 2007. As Special Advisor for Customer Service, he is responsible for the management oversight of all internal and external customer service functions and initiatives for the West region covering 21 states, 69 Military Treatment Facilities and 87 TRICARE Service Centers in support of over 2,730,000 beneficiaries.

Prior to joining TriWest, John served 41 years on active duty in the United States Navy before transitioning to the civilian workforce in September 2003. His last assignment was Commanding Officer, Naval Medical Clinic, Annapolis, Md. where he provided healthcare to over 4,400 midshipmen and 14,000 active duty, retired, and their family members in the Annapolis, Md. area.

John holds a bachelor's degree in Health Care Administration from The George Washington University, Washington, D.C. and a master's degree in Health Care Administration from Washington University, St. Louis, Mo. He is a member of the American College of Healthcare Executives.