



Department of Veterans Affairs

Senior Executive Biography

Garth G. Miller, FACHE

Executive Director VHA Member Services

As Executive Director of VHA Member Services, Mr. Miller leads more than 1,500 Team Members in facilitating access to VA healthcare, and support services for Veterans and their families through four distinct business lines: the Health Eligibility Center, the Health Resource Center, the Pharmacy Services and the Veterans Transportation Program. In Fiscal Year 2021, Member Services handled over 5 million Veteran contacts via phone, e-mail, web chat, securing messaging, and correspondence requests; processed more than 280,000 new health care enrollment applications and more than 400,000 Veteran Health Identification Cards; and transported nearly over 445,000 Veterans to appointments.



Mr. Miller was previously acting in the role of Interim Executive Director of VHA Member Services since August, 2017. Prior to this role, he served in several detailed assignments to the Senior Leadership Teams of VA health care facilities in Tuskegee, Montgomery, Tuscaloosa, and Birmingham, Alabama.

Mr. Miller is a Fellow of the American College of Health Care Executives, he completed Leadership VA in 2017 and VHA's Health Care Leadership Development Program in 2015, and he serves as a VHA Certified Mentor. He earned his Green Belt Certification in Lean/Six Sigma for Healthcare from the University of Alabama at Birmingham, and completed his Black Belt training through the VA Acquisition Academy.

Mr. Miller proudly served in the United States Army from 2003-2007 on a Battalion Staff within the 173rd Airborne Infantry Brigade, including overseas assignments in Italy, Austria, and Germany. He is a combat Veteran of Operation Enduring Freedom, having served from 2005-2006 at Forward Operating Base Sharana in Paktika Province, Afghanistan; he also proudly chooses to receive outstanding health care from a VA Patient-Aligned Care Team (PACT).

CAREER CHRONOLOGY:

2015 – 2018	Chief Human Capital Officer, VA Southeast Network, Atlanta, GA
2012 – 2015	Deputy Director, VHA Recruitment and Staffing Services, North Little Rock, AR
2010 – 2012	National Healthcare Recruitment Consultant, Workforce Management and Consulting
2009 – 2010	Human Resources Specialist, Aleda E. Lutz VA Medical Center, Saginaw, MI

EDUCATION:

2014	Master of Health Services Administration in Health Management and Policy, University of Michigan School of Public Health, Ann Arbor, MI
2003	Master of Education in Leadership, Grand Valley State University, Allendale, MI
1997	Bachelor of Arts in Liberal Arts, Kalamazoo College, Kalamazoo, MI