



Vice President of Government Operations HealthPlan Data Solutions

HealthPlan Data Solutions (HDS) was established in 2010 by pharmacists, business executives, and software development professionals who saw the need for a more objective, fact-based approach to managing pharmacy benefit costs. Today, we provide our clients with a partner who will protect their interests and leverage data to advocate for them, ensuring all participants in the pharmacy benefit distribution channel perform to their expectations. We have already made a difference for our customers and the 3.4 million people they insure. Over the last 3 years, in 5 different market segments, HDS customers have saved an average of 22% with a payback of 3 months

Working at HDS means being part of a fast-growing team that is developing a critical new business segment: pharmacy payment integrity. Our mission is to safeguard and bring transparency to the pharmacy supply chain and drive out inefficiencies that currently exist.

The VP of Government Operations is responsible for the strategic business relationship with state government agencies throughout the U.S. These include, but are not limited to, Department of Medicaid, Department of Administrative Service, State Pension Plans, and Workers Compensation.

In addition, you and your Government Operations team will be responsible for ensuring HDS's customers' overall success, satisfaction and adoption beginning immediately after the account signs with HDS. The VP will ensure that HDS delivers on the promised value while building a loyal customer base.

Your focus will be to make every customer wildly successful resulting in long-term loyalty to HDS. This includes monitoring customer health, proactively addressing any issues, and driving performance improvements. The expected end-result is increased overall customer satisfaction, retention and continuous growth of the HDS footprint.

What You'll Do:

- Set strategy and goals for the Government Operations team, manage the team to meet and exceed these goals
- Be the main point of contact with the executive team of the state agency
- Assist the Vice President of Government Sales with new sales specifically related to contract negotiations
- Work with our CIO to develop and refine products in response to the needs of state customers
- Ensure the terms of the contract are fully executed
- Define and implement processes, metrics, systems, and required tools
- Provide real-time guidance to the executive and management teams regarding customer status including wins to celebrate and potential issues to be addressed
- Build effective relationships with senior executives and other stakeholders within HDS
- Develop and erect barriers to entry for our competitors

- Determine effective market engagement opportunities, such as tradeshow, associations, and affinity partners
- Ensure consistent footprint expansion and revenue growth from HDS's product offering to meet or exceed expectations for incremental revenue by identifying new opportunities during sales cycles, upsells, and renewals.
- Expand our relationships with our most strategic accounts. Accurately forecast account growth to senior sales management
- Create passionate champions for our products and our mission. Be an ambassador for our brand, consistently impressing customers with your knowledge and professionalism serving as a customer advocate, often functioning as a liaison between our customers and all internal HDS teams (Technical Support, Product Development, etc.), to further strengthen the HDS partnership
- Ensure customers employ best practices and their HDS solution is optimized for maximum value
- Create a framework of prioritizing customer initiatives and drive for execution
- Ensure that our clients receive the highest level of service and care
- Determine customer service requirements by maintaining contact with customers; visiting operational environments
- Lead Executive Level discussion around sales, marketing and customer care processes to provide insights from our customers to drive continual innovation to our platform, product and technology
- Participate in industry events, conferences, and strategic alliances as appropriate

What You'll Bring:

- Bachelor's degree, with advanced degree highly desirable
- 15+ years professional software industry experience in increasing responsibility supporting successful large enterprise customer relationships
- Successful leadership experience in driving customer success and retention for SaaS in healthcare or related industry, ideally in both public and private sectors.
- At least 5 years of experience in a leadership position within a state agency such as Bureau of Workers' Compensation, Behavioral Health, Public Health, Medicaid, Administrative Services, or Pension
- Strong understanding of state procurement process for multiple states
- Strong proficiency working with and negotiating GSA contracts
- Bachelor's degree in Public Policy, Political Science, Social Work, Business, or related field
- 5+ years of working for a B2B/B2G software firm with a preference for leadership experience in sales and marketing
- Ability to implement and train people in a solution selling approach, like Miller Heiman
- Ability to manage a diversified team
- Capability and willingness to learn detailed technical industry specific issues
- A long-term view of developing win-win business relationships
- Tenacity and persistence
- Expertise in understanding the complexity of bureaucracy and identifying champions and economic buyers
- Drive and initiative
- History of pioneering new ideas; questioning established norms
- History of building long term relationships

- Willingness to identify and explore novel approaches
- Enthusiasm to work as part of a unified team
- Ability to travel as required (estimated 50%)

What's In It For You:

- Join the first Pharmacy Payment Integrity firm already making a difference in the industry!
- Open honest culture
- Great work environment and flexible schedule
- A culture that values the insights and ideas of all employees
- Attractive compensation package
- Competitive medical and PTO benefits
- The opportunity to significantly increase your skills and income with a high growth company.

Interested candidates should submit their resumes to: doug.bruce@hds-rx.com.