

# MICHAEL PETEROY

Las Vegas, NV ▪ 702-882-0996 ▪ michaelpeteroy@gmail.com ▪ www.linkedin.com/in/michael-peteroy

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## VICE PRESIDENT OPERATIONS & STRATEGIC INITIATIVES - HEALTHCARE

*...Executing the most complex, strategically important projects in Pharmacy Benefits Management*

**Cross Functional Team Leadership | Operational Excellence | Information Security | NPS Improvement | Cost Reduction  
Problem-Solving | New Product Development | Policies & Procedures | Customer Success | Member Communications  
Clinical Program Development | Shared Services | SOC2 Audit | Issue Management | Tele-Medicine | PBM Management  
Concierge Client Services | Project Delivery | Behavioral Health | Strategy Innovation | Continuous Improvement  
Employee Engagement | Relationship Building | KPIs | URAC Accreditation | Medication Adherence | Mentoring & Coaching**

**PBM Operations Execution Executive** and strong, insightful communicator with extensive industry knowledge, compassion, and management experience in healthcare operations. Lead coordination of company-wide corporate development activities to scale business, drive competitive intelligence, and improve outcomes. Passion for execution of highly innovative and complex projects across multi-site, collaborative, fast-paced, multi-tasking environments. Improve operational efficiencies, ensure regulatory compliance, aligning with accreditation guidelines, and promote customer success. Inspire and motivate highly organized, cross-functional teamwork, delivering creative solutions and ensuring successful delivery of value proposition. Excel in relationship development, leading and influencing people in all levels of the organization. Strengths include:

- Translating analytical feedback, large datasets, consulting and data-driven recommendations for executive team presentation on comprehensive, strategic plans to achieve aggressive growth, operational objectives and the vision.
- Overseeing ideation, implementing, and testing of significant large-scale project lifecycle and strategic direction business plans, involving substantial long-term investment and optimizing through data, cost / benefit analytics.
- Strategic, creative thinking, excellent business insights, broad understanding of healthcare. Provide analysis on performance and associate development to influence others, including executive leadership and internal customers.

## Professional Experience

### RICHMOND CLARK CONSULTING

2018 - Present

Provide business operations, execution, and implementation support on a contract basis to businesses, from startups to mature organizations, scaling operations through the opportunities and challenges of rapid growth. Clients Include:

#### **ALTRUIS HEALTHTECH - Head of Operations 2020-present**

*Early-stage startup of innovative in-home pharmacy device for older adults to manage chronic conditions and lessen hospital stays. Partner with founder on solidifying operations and all aspects of securing funding.*

- **Design pharmacy operations** model to support in-home "internet of things" / Rx tele-health, e-commerce, behavioral health systems. Develop profit and budget models for business partners (*assisted living facilities, health plans, PBMs, and independent pharmacies*). Lead operations and investor presentations.

#### **TK HEALTH SOLUTIONS - Senior Consultant 2021-present**

*Consulting team helping healthcare and benefits companies take advantage of innovative healthcare solutions.*

Work with Compliance, Security, and IT leaders to build operational controls in the areas of security, system availability, process integrity, data confidentiality, and privacy.

- **Built a comprehensive compliance plan** with supporting policies & procedures.
- **Implemented and configured third party audit software** (Vanta) on time and on budget.
- **Remediated compliance gaps** towards SOC2 certification.

#### **THE PILL CLUB - San Carlos, California - Consultant, Pharmacy Operations 2018**

*Privately-held Telemedicine provider and medication delivery service startup.*

Selected to work with executive team to develop and execute operational business planning strategies to scale for growth and expansion of an e-commerce, tele-medicine web pharmacy.

- **Drove operational productivity up and costs down to allow for 300% increase** in the upcoming year.
- **Initiated a turnaround of a behind-schedule, second site business expansion** through the implementation of thorough and detailed project management techniques.
- **Established business discipline and excellent service levels** by setting clear business goals, tracking metrics, implementing SOPs, supported pharmacy accreditation, information security, and monitoring KPIs.
- **Performed in-depth workflow analysis** to remove waste from processes and create customer value.

**CARESOURCE - Dayton, Ohio**

2019 - 2020

*Nonprofit health plan, Ohio's largest Medicaid insurance provider.*

**VP, Pharmacy Operations**

Led Pharmacy Operations team of 160+ pharmacists, pharmacy techs, and professionals, driving best practices in end-to-end business planning and implementation of projects spanning across business areas.

- **Successfully led a PBM Implementation, which saved over \$33M** (\$6 per member per month) in 1Q20 by heading a cross functional work team of 100+ to transition to a new PBM, impacting 1.8 million members.
- **Improved member adherence and STARS ratings in less than 60 days**; stood up a non-dispensing, licensed pharmacy for the purpose of providing patient counseling to members on medication therapy adherence.
- **Generated annualized savings of over \$1M and improved associate productivity and efficiency 18%** in 1Q20.

**DIRECT SCRIPTS - Las Vegas, Nevada**

2019

*Privately-held pharmacy benefit management startup, specializing in mid-size employer solutions.*

**VP, Business Operations**

Led entire PBM Business Operations staff of 35, new business development implementations, eligibility process, benefits configuration, customer success, policies & procedures, information security, budget & forecasting, and clinical pharmacy operations.

- **Kicked off 1st 60 days by recovering over \$200k in operational costs** in overstocked inventory, uncollected A/R and staffing reductions. Implemented operational processes, goal setting and accountability.
- **Triggered new round of investor funding** by leading company-wide project, to outsource all business operations under "white label," including clinical pharmacy operations, customer service and member web portal.

**OPTUM RX - Carlsbad, California**

2012 - 2017

*Subsidiary of United Health Group / NYSE / UNH and #3 Prescription Benefit Manager (PBM).*

**VP, Product Operations & Customer Success / Chief of Staff (2016-2017)**

Led shared services team of 125 and served as Chief of Staff to SVP, accountable to collaborate with stakeholders and for execution of business strategy, including financial modeling, change management, policies & procedures, negotiation, and advocacy. Achieved KPI's in areas of operational savings, cost per prescription, and capital ROI.

- **Realized \$12M in savings in 1st year, increased competitiveness, improved satisfaction, drove revenue opportunities** through market research and creation of products such as Automatic Refill, Therapeutic Interchange, Cold Pack Efficiency, Synchronization of Shipments and Services for the Visually Impaired.
- **Achieved 10-point improvement in Net Promoter Score** by negotiating better service levels from shipping carriers, system enhancements, process improvements and streamlining member communications.
- **Decreased cost per Rx 55%, increased quality 99.9998% dispensing accuracy** through improved reporting and individual accountability for high quality and safeguards around lookalike / soundalike drugs and system enhancements. Created culture change, valuing business performance with incentive pay program.
- **Increased STARS score by one full star by eliminating 88% of customer complaints, reducing overall complaints to Medicare by 35%** in the first year and to virtually zero in four years by improving communication skills, relationships with business leaders, internal processes, and systems.
- **Successfully managed Project Management Office with portfolio of 70+ initiatives and over \$60M in capital expenditures**, as gatekeeper and single point of accountability. Assessed and vetted numerous product opportunities, innovated programs, solution design, and successfully managing business products to meet customer needs, business transformation, and improve market intelligence. Ability to prioritize multiple & competing tasks.

**Director, Client and Customer Success (2012-2015)**

Oversaw team of 30+ to manage large scale projects and close process gaps in support of the mail service operation.

- **Led successful merger integration and achieved operational and financial alignment by 1st quarter post integration**, with minimal impact to clients and members. Spearheaded team to ensure all eligibility and benefit configurations, essential products, services, functions and reporting were assessed, standardized and implemented.

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- **Guided design and implementation of solution to mitigate costs affecting 400K Rx per month from new government regulations.** Minimized disruption through early, frequent and multi-channel communication. Ensured compliance and quality via workforce management and new reporting capabilities.
- **Closed process gaps, avoiding criminal prosecution of company and potential \$2M fine for fraud.** Implemented a shadow environment for price check claims and created internal audit / reporting to provide visibility and accountability to the process.

### **MEDCO HEALTH SOLUTIONS - Franklin Lakes, New Jersey**

1991 - 2012

*Acquired by Express Scripts / NASDAQ / ESRX and is the #1 PBM and industry innovator.*

#### **Director, Market Products (2005-2012)**

Product owner for key businesses that evolved from strategic partnerships and new market opportunities.

- **Grew business by 5M prescriptions annually and created new revenue stream of \$175M per year** by delivering *Private Label product.*

#### **Director, Healthcare Operations (2003-2004)**

Design and translate business requirements, implement, work independently, and manage detail oriented, day-to-day administration of portfolio of population management, behavioral health, clinical and mental health programs.

- **Achieved \$42M in strategic partnerships,** gained success as a strategic partner by leading a team of pharmacists and nurses who conducted counseling calls with patients.

Previous Positions:

**Senior Manager, Healthcare Operations | Business Analyst, Managed Care Operations | Communications Specialist**

### **Education**

Bachelor of Science in Mathematics  
University at Albany - ALBANY, NEW YORK

### **Awards & Designations**

Medco President's Award for the successful launch of a new Private Label capability  
Professional, Academy for Healthcare Management (PAHM) designation, demonstrating excellence in Managed Care  
Member, American Mensa; Winner of Mensa Scholarship for graduate studies from Northern New Jersey chapter

### **Professional Associations**

Pharmacy Benefit Management Institute (PBMI)  
Pharmaceutical Care Management Association (PCMA)