



Director of Pharmacy Benefits

The NC State Health Plan is hiring a Director of Plan Operations to manage the Plan's Pharmacy Benefits Manager (PBM) Contract, pharmacy operations, the Employer Group Waiver Plans (EGWP) program, and EGWP enrollment. This is a full-time position (40 hours per week) with State Benefits, including health insurance, paid vacation, paid sick time, paid holidays, as well as retirement.

Recruitment Range: \$125,000 - \$140,000

This position has been designated as Exempt in accordance with North Carolina General Statute § 126-5(c1)(23), (24).

About the State Health Plan

The State Health Plan (Plan) is a division of the Department of State Treasurer, provides health care coverage to more than 740,000 teachers and local school personnel, state employees, retirees, current and former lawmakers, state university and community college faculty and staff, and their dependents. For more information on the State Health Plan visit www.shpnc.gov.

The Plan Operations team provides operational oversight for the Plan's contract administration with the third-party administrator, pharmacy benefit manager, enrollment and eligibility, billing and other related services vendors. The areas of responsibility for the Plan Operations team focuses on project implementation and program management ensuring that all processes are documented, and programs are measurable. The team routinely monitors for data anomalies and serves as the primary subject matter experts on enrollment, billing, claims, and the associated EDI.

The Director of Pharmacy Benefits leads the development, implementation and maintenance of the Plan's prescription medication benefit, including vendor procurement, oversight of the pharmacy benefit manager (PBM), pharmacy clinical programs, pharmacy specialty programs, pharmacy benefit manager programs, formulary management, and the Medicare Part D Program.

Job Duties

- Ensure that the Plan's PBM contract is procured and monitored under the proper state and federal rules and regulations while meeting the objective of providing health benefits for Plan members.
- Coordinate with other sections of the Plan to implement plan options, benefit design, and programs that facilitate meeting the Board of Trustee's mission for the Plan.
- work with the PBM, other Plan vendors and stakeholders as needed.
- Participate in the development and implementation of the Plan's strategic planning efforts and major decision making across all departments and disciplines within the Plan.

Knowledge, Skills and Abilities / Competencies

Qualified applicants must possess, and application must clearly reflect work experience that demonstrates the following:

- Experience facilitates audits of the pharmacy benefit manager to ensure processing.
- Experience developing and implementing policies and programs in keeping Plan goals to include, development of cost-effective benefit design.
- Experience developing, implementing and managing operational processes to ensure receipt of retiree drug subsidy (RDS) or Part D programs.

Minimum Education and Experience Requirements

Bachelor's degree in an appropriate field of study with seven (7) years of progressive experience in *Pharmacy services* in a health care environment and a minimum of three (3) years in pharmacy benefit manager vendor contract and compliance.

Detailed Breakdown of Job Duties	
25%	<u>Pharmacy Contracts Administration</u> Oversee relationship with the PBM to ensure contract compliance and consistent delivery of services consistent with the standards of quality of care. Facilitate audits of the pharmacy benefit manager to ensure compliance of performance and financial guarantees and accuracy of claims processing. Responsible for the daily operations of the pharmacy benefit manager, identify track and consult on operational issues with broad plan impact, provide oversight in developing and implementing solutions to operational issues.
25%	<u>Pharmacy Benefit Management</u> Implement policies and programs in keeping with Plan goals to include, development of cost-effective benefit designs, formulary management and pharmacy and medical initiatives management and utilization program management and ensure integration of drug therapies across pharmacy and medical benefits. Provide leadership to pharmacy related cross-functional teams to include Pharmacy Work Group and the Pharmacy and Therapeutics Committee in the design, development and implementation of new pharmacy quality and cost saving programs and benefits. Ensure that the necessary resources to complete pharmacy projects are acquired and aligned and commitments obtained from Plan leadership. Keep abreast of industry trends, both national and local. Synthesizes the information to support identification of new initiatives and proactive development of pharmacy programs.
15%	<u>Pharmacy Contract Development and Procurement</u> Direct and lead in the development of requests for proposal, contracts, and amendments of pharmacy contracts. This includes traditional PBM contracts, other pharmacy audit contracts and other pharmacy collaboratives.
10%	<u>Medicare Part D</u> Develop, implement, and manage operational processes to ensure maximum receipt of retiree drug subsidy (RDS) or other Part D programs such as employer group waiver plans (EGWP). Ensure accurate and timely administration, coordination, reporting, and reconciliation mandated by CMS. Provides oversight of the pharmacy benefit manager to ensure that relevant federal policies and procedures are implemented to achieve efficient, auditable and compliant operations. Monitors and interprets new regulation and guidance in reference to the Retiree Drug Subsidy.
10%	<u>Human Resources Management</u> Effectively manage the pharmacy benefit administration staff by development, coaching, counseling, disciplining, and evaluation of employees in consultation with the Human Resources Department. Utilize proactive leadership techniques to prevent performance and/or interpersonal work-related problems with employees. Administers and ensures compliance with human resources policies and procedures. Observes and assess work and provide both administrative and technical supervision as needed.
15%	<u>Strategic Planning and Leadership</u> Participates in the development of the Plan's strategic plan. Develops programs and benefit designs in collaboration with other SHP leadership and in accordance with the Board of Trustee's strategic plan. Develops and implements strategies to accomplish both short and long-term goals on a departmental and organizational wide level. Works with the Communication Team to ensure programs are appropriately communicated. Motivates and empowers team members to successfully carry out the Plan's goals and objectives. Keeps abreast of industry trends at a national, regional and local level. Works with the Financial Team to develop and monitor pharmacy budget.

Important Notes

The **Department of State Treasurer's** campus is located on Atlantic Avenue, is surrounded by many shopping centers and restaurants, has access to a 24-hour 7-day a week free gym on the campus, and offers a competitive benefit package, and has free employee parking!

This position is not considered remote. Currently SHP Staff is assigned one day per week plus one day per month to work remotely. Telework is applicable after onboarding.

Submit resume to SHPEmployment@nctreasurer.com