

# Erik J. Heikkinen

389 Avocet Loop, Colorado Springs, CO 80921 / erik.heikkinen@adeiaservices.com 719.640.8792

---

## Professional summary

Erik Heikkinen is an accomplished healthcare regulatory executive with a successful 20-year career directing and overseeing licensure and regulatory affairs for the healthcare industry's leading specialty and home infusion therapy pharmacy providers, Coram Specialty Infusion Services, CVS/specialty, Coram/CVS Specialty Infusion Services and BioScrip Infusion Services.

Erik's strategic regulatory leadership shows in his proven track record of driving organizational turnarounds, mergers and acquisitions and change management. Through his forward-thinking and proactive achievements, Erik has developed licensure management processes that have enabled him to provide clinical, operations and sales executive management teams with clear regulatory direction and guidance within current and contemplated business practices.

Erik understands that *obtaining licensure is the first step in providing quality and effective patient care* and strives to implement the highest licensure management and regulatory standards in the industry

## Skills

- Regulatory Compliance
- Facility Operations
- Strategic Planning
- Process Improvement
- Licensure and Provider Enrollment
- Merger and Acquisitions
- Staff Management and Development
- Project Management

## Experience

### Principal Consultant

Adeia Services LLC

2019-present

Colorado Springs, CO

- Principal Consultant offering operational and strategic licensure and certification services with a focus on pharmacy, specialty pharmacy, infusion therapy and related health care facilities.

### Executive Director, Licensure and Certification

BioScrip, Inc.

2016-2019

Denver, CO

- Provided executive leadership with strategic guidance on contemplated business expansion, mergers and acquisitions.
- Valued member of BioScrip's Legal Department providing General Counsel and Staff attorneys with pharmacy, nursing regulatory guidance and direction ensuring highest standards of patient care are reached and maintained.
- Participant of BioScrip, Inc.'s "Branch of the Future" facility design team, providing facility and operation team members with regulatory physical plant requirements and recommendations.

- Directed change in Doing Business As name (“DBA”) project for BioScrip, Inc. licensed facilities. Requiring new licensure, signage and branding material for all BioScrip, Inc. locations.
- Legal representative of BioScrip, Inc.’s Inspection Response Committee providing regulatory, practice guidance and responses to Clinical Services and Operation Departments.
- Implemented best practice and industry standards, via development of policy and procedures, database and standard operation procedures, for licensure, Medicare and Medicaid management for 69 licensed locations (1,232 licenses and provider numbers) under the BioScrip, Inc. enterprise.
- Standardized Medicaid and Medicare enrollment ensuring correct category of services, enrollment and ownership reported to CMS.
- Directed creation and implementation of Subcontracted Service Provider Credentialing program ensuring subcontracted home health agencies and pharmacies are successfully credentialed to provide services to nursing and pharmacy patients.

**Director, Licensure and Certification / Senior Executive Advisor**

Coram CVS/specialty Infusion Services

2014-2016

Denver, CO

- Provided Coram CVS/specialty Infusion Services Clinical and Facility Operation Departments with regulatory recommendations related to expansion of sterile compounding services in new markets and service areas.
- Managed and directed CVS Health Corporation’s infusion, specialty, mail order and client services licensure departments located in Denver, CO and Scottsdale, AZ.
- Provided licensure management to 145 infusion therapy, special and mail order pharmacy locations holding 3,900 pharmacy, home health agency, PBM, TPA and miscellaneous licenses required to provide infusion therapy and specialty pharmacy services.
- Member of the CVS/specialty and Coram CVS/specialty Infusion Services merger and acquisition team responsible for the growth of CVS Health Corporation’s infusion therapy services and business line.
- Directed successful Change of Ownership (CVS-Coram acquisition) filings which resulted in zero (0) incidents of late filing actions from Boards of Pharmacy, zero (0) billing, reimbursement holds or denials from Medicare and Medicaid.
- Managed Coram CVS/specialty Infusion Services Medicare Competitive Bidding and Joint Commission Accreditation Committees.
- Designated Medicare Delegated Official for Coram CVS/specialty Infusion Services responsible for DMEPOS initial provider enrollment, Changes of Information and revalidations.

**Director, Licensure and Certification**

Coram Specialty Infusion Services, Inc. (Coram LLC)

2007 – 2013

Denver, CO

- Researched state and federal regulations providing executive staff and leadership with recommendations, guidance and understanding of various issues relative to services provided or being contemplated.
- Provided regulatory due diligence to executive staff and General Counsel during merger and acquisition projects and activities, providing recommendations and direction to General Counsel and leadership.
- Successful regulatory affairs and licensure management allowed corporation to provide care to more than 100,000 patients annually in all 50 states and the District of Columbia, resulting in revenue growth to \$1.2 billion in fiscal year 2013.
- Developed and implemented Change of Ownership procedures to effectuate timely and accurate filing of all Change of Ownership applications (Apria-Coram acquisition) pursuant to local, state and federal licensure rules and regulations, (85 facilities) holding 2,200 in-state, nonresident pharmacy, DEA, controlled substance, home health agency and miscellaneous licensure.
- Member of corporation's Joint Commission Accreditation Committee ensuring all patient services location operate pursuant to Joint Commission accreditation regulatory and licensure standards.
- Member of Medicare Competitive Bidding Committee. Tasked with conducting local, state and federal home medical equipment and enteral nutrition licensure/regulatory research ensuring compliance with Competitive Bidding contracts and services provided under contracts
- Developed and launched Subcontracted Service Provider Credentialing program ensuring subcontracted home health agency and pharmacies (586 providers) successfully credentialed to provide services to nursing and pharmacy patients.
- Responsible for development, implementation and revision of the Subcontracted Service Provider policies and procedures.

**Senior Manager, Regulatory Affairs**

Coram Specialty Infusion Services, Inc. (Coram LLC)

2004 – 2007

Denver, CO

- Directed and planned the preparation, filing and maintenance of all federal, state and local healthcare licenses (1,850) for 74 infusion therapy pharmacies and facilities.
- Strong regulatory research and management of licensure department essential to the overall growth and expansion of corporation – Fiscal year 2007 revenue equaled \$560 million.
- Assisted General Counsel, Clinical and Facilities Operations with the launch of new Ambulatory Infusion Suite program. Provided program with licensure guidance and direction for new services provided.
- Supervised the preparation and filing of applications and other such forms as required to participate in the Medicare and Medicaid programs.

- Managed the preparation and filing of documents with applicable Secretaries of State as required to create, dissolve or withdraw subsidiary corporations, partnerships, limited liability companies.
- Managed and/or directed the maintenance of all corporate minute books including preparation of resolutions for the subsidiary corporations as required to maintain compliance with federal and state regulations.
- Oversaw maintenance, accuracy and development of the Licensing and Certification database and files.
- Responsible for development, implementation and revision of the licensure and certification policies and procedures.

**Manager, Regulatory Affairs**

Coram Healthcare Corporation

2000 – 2004

Denver, CO

- Processed, completed and submitted initial and renewal in-state, non-resident pharmacy and DEA applications to Boards of Pharmacy and DEA.
- Processed, completed and submitted initial and renewal Home Health Agency applications to State Departments of Health.
- Entered and managed licensure information in corporate licensure database. Performed quality checks / ran reports to ensure accuracy of licensure data.

**Medical Services Specialist**

United States Air Force

1991 – 2000

various duty stations

- Identified and implemented process improvement and quality assurance management processes.
- Developed staff, operational and administrative policies and procedures.
- Directed and performed emergency medical services in emergency room and field settings.

## Education

MS, University of Colorado, Boulder, CO

BA, University of Colorado, Colorado Springs, CO