



Department of Veterans Affairs

Senior Executive Biography

Ryan Heiman, MHSA, CPTA, FACHE

Acting Executive Director VHA Member Services

As Acting Executive Director, Mr. Heiman leads more than 2,200 Team Members in facilitating access to VA healthcare, and support services for Veterans and their families through four distinct business lines: Health Eligibility Center, Health Resource Center, Pharmacy Services, and Veterans Transportation Program. In Fiscal Year 2023, Member Services handled more than 5.6 million Veteran contacts via phone, e-mail, web chat, secure messaging, and correspondence requests; processed 360,000 new health care enrollment applications and issued 562,000 Veteran Health Identification Cards; and provided 600,000 transports of Veterans to medical appointments and facilitated nearly 450,000 claims for travel reimbursement.



Mr. Heiman previously served as the Deputy Executive Director for VHA Member Services since 2023 achieving many accomplishments surrounding modernizing VA Systems, enhancing access to services, and improving the team member experience.

Mr. Heiman is a proud graduate of the 2012 cohort of the Graduate in Healthcare Administration Training Program (GHATP). He earned his Green Belt in Lean Six Sigma from Georgetown University and Black Belt training through the United States Army Corp of Engineers.

Mr. Heiman holds a Master of Arts in Health Services and Administration from the University of Kansas, School of Medicine. Prior to his graduate degree, he earned a Bachelor of Science in Health Administration and an Associate of Science from Washburn University. He holds an active license as a Physical Therapist Assistant and has range of direct patient experience across inpatient, outpatient, cardiac, spinal and joint rehabilitation.

CAREER CHRONOLOGY:

April 2023 – June 2024	Deputy Executive Director, Member Services
Aug. 2018 – April 2023	Chief Operations Officer, Member Services
Dec. 2016 – July 2018	Executive Officer, Member Services
Oct. 2015 – Nov. 2016	Chief of Staff, Health Resource Center
May 2015 – Sept. 2015	Deputy Associate Director, Pharmacy Services
Apr. 2014 – Apr. 2015	Public Affairs Officer, Health Resource Center
Jan. 2013 – Mar. 2014	Project Manager, Health Resource Center
Aug. 2012 – Dec. 2012	Administrative Officer, Oklahoma City VA Radiation Oncology

EDUCATION:

2014	Lean Six Sigma Black Belt Training, United States Army Corp of Engineers
2012	Graduate Fellow (GHATP), Oklahoma City VA Medical Center
2012	Lean Six Sigma Green Belt, Georgetown University
2011	Master of Health Services and Administration, University of Kansas, School of Medicine
2009	Bachelor of Health Science, Washburn University
2008	Certified Physical Therapist Assistant, Kansas State Board of Healing Arts
2008	Associate of Science, Washburn University