Healthmonix

Position

Account Manager

Department	Location	Role type
Customer Success	Hybrid	Full-time

About Healthmonix

Healthmonix is a female owned healthcare analytics company focused on helping organizations drive value-based care solutions. As a CMS Qualified Registry since 2009, Healthmonix's industry leading software has assisted over 52,000 providers in reporting their quality measures, all while adding more revenue to their bottom-line. Founded in 2007, Healthmonix is rooted in quality metric development, performance improvement, and driving outcomes for health systems. Located right outside of Philadelphia and serving clients throughout the country.

Healthmonix is looking for a goals driven Account Manager with a passion for building close relationships with customers and being an integral part of the Success team. The position will report to the Director of Customer Success and play an integral role in the company's overall growth strategy.

The ideal candidate is someone with the ability to advocate for our customers and our company at the same time. Flexibility, creativity, and working smart to help our customers from onboarding through renewal, will be pivotal for the success of this position. This candidate will not only be responsible for the list below but will need to build on the company's culture and market status by utilizing strengths in creativity, passion, and drive.

Account Manager responsibilities

- Responsible for all client communications, conflict resolution, and compliance on client deliverables
- Acts as the subject matter expert for MIPS/APP reporting and for our web application
- Including all new CMS programs that come up and have a solution through Healthmonix
- Drives customer success by understanding their goals, developing a strategy, tracking accomplishments, and delivering results
- Be a company advocate and drive solutions that meet our organizations goals
- Be a customer advocate and drive solutions that meet their goals

- Deliver on customer growth initiatives through upselling, cross selling, and a smooth renewal process
- Acts as the project manager understanding every aspect of the customer engagement
- Reviews all major deliverables to ensure client expectations are met
- Has administrative oversight of project and project goals
- Ensures that client issues are dealt with in an efficient manner, informing Healthmonix management of any problems that may arise
- Works closely with data integration manager, product owner, and other technical resources to maintain a continuous knowledge of project status to identify potential issues and/or opportunities within or related to the project
- Ensures that all processes and procedures are completed, quality standards are met, and that projects are profitable
- Provides regular two-way communication between the client and team, to provide strong team representation and set proper client expectations
- Understanding of company capabilities and service, and effectively communicates all offerings to the client
- Reports on progress to the wider team, providing regular input on all account activity, including status and call reports on a weekly or biweekly basis
- Coordinates client education and content development request
- Assists with training/onboarding of new Account Success employees as appropriate
- Educate customers on our Healthmonix Prism™ product and reporting requirements for the CMS MIPS program by answering product and MIPS-related questions
- Keep up to date with the annual CMS reporting requirements and communicate them to customers
- Resolve escalated tickets to help with complex customer support and data integration issues within accounts or on the Prism website
- Provide an exceptional customer experience by documenting needs and problems, and making sure issues are resolved as quickly as possible
- Follow company rules and procedures for escalating customer requests

Skills

- Customer-first mindset
- Proficient oral and written communication
- Relationship management expertise
- Value-based care industry knowledge
- Excellent problem solver
- Ability to manage expectations utilizing empathy, active listening, and proactive communication
- Strategic planning
- Time management
- Project management
- Creative thinking

- Customer retention and upselling capabilities
- Persuasiveness

Requirements

- 2 + years of healthcare customer support/management
- 2 + years of MIPS experience
- Value-based care knowledgeable
- Proficiency in Confluence and Jira
- Passion for the healthcare industry
- Ability to quickly adapt to new technology is a must
- Comfortable interacting with, and prospecting to wide range of healthcare professionals
- Process driven, detail oriented, proactive and self-motivated
- Ability to work within a team environment and independently when required
- Ability to form relationships across the organization – particularly with Sales and Development
- Excellent written, verbal, and listening skills
- Self-starter who has a desire to learn, grow, and excel in their role
- Proficient with technology such as Outlook, Word, and Excel
- Work in office 2 days a week and remote 3 days a week

Compensation

- Base pay
- 401(k) and company match
- Phantom stock
- Medical, dental, and vision insurance
- PTO