

Account Relationship Manager

One: Basic Functions:

- Reports to: Director of Client Services
- Direct Report: None
- Time and Experience:
 1. Salaried position
 2. Bachelor's degree, RHIA/RHIT certification or medical records, nursing, and/or medical background
 3. 40 hours per week, core business hours 9:00am to 3:30pm

Two: Results to be achieved:

Specific outcomes required of this position *What*

- Member Maintenance
 - Activate user accounts
 - Update provider rosters
 - Provider portal training
 - Analytics training
 - Trouble shooting problems
 - Direct messaging support
- Project and new Client Support
 - Coordinate integration process
 - Support clients with batch installs
 - Assist new clients with data mapping
 - Assist in development of user workflows
- System Maintenance
 - Manage provider portal tickets
 - EMPI links, merges, overlays
- Contracting
 - Complete product order forms and participation agreements
 - Maintain and update CRM
- Growth
 - Participation in vendor fairs
 - Local and statewide travel varies depending on customer assignment
- Risk Management
 - Understand and maintain HIPAA compliance
 - Maintain member confidentiality
 - Ensure member trusted host administrator is consulted for additional users

Leadership and interpersonal competencies- *How*

- Communication skills (written/verbal)
- Collaborate, cooperate, and demonstrate flexibility with others
- Output and volume of work is appropriate
- Problem solving skills
- Facilitation skills
- Time management
- Organizational skills

Values and attributes required - *How*

- Work with others to positively affect patients/customers care and satisfaction
- Represent the programs and point of view of the organization to agencies, organizations and the general public
- Establish effective means of communication with participating organizations and other critical stakeholders in the MyHealth organization