

My Health Direct
Regional Provider Network Manager – Miami-Dade County, FL

Who is My Health Direct?

MyHealthDirect (MHD) is the leading provider of digital care coordination solutions, partnering with healthcare organizations to improve the patient experience, clinical outcomes and financial results through online scheduling and referral coordination. With a data-driven platform and consultative services, MyHealthDirect brings payers and providers together, strengthening relations, closing gaps in care and providing insight into patient flow across networks—reducing no-shows and lead times, outmigration, use of services and readmissions. In doing so, MyHealthDirect enables healthcare organizations to improve costs, outcomes, satisfaction and quality scores and, ultimately, the bottom line.

MHD is growing rapidly and seeking exceptional people to help us exceed its customers' expectations and to continue its growth.

Open Position - Regional Provider Network Manager

MHD is seeking an energetic, outgoing, and entrepreneurial professional who isn't afraid to be on the front lines to build and strengthen networks, drive user adoption, and create remarkable client experiences while partnering with the rest of the Account Management team to ensure smooth onboarding and long-term network growth and viability. Success will be assessed by the size of the provider network built and utilization of MHD solutions by users.

Interested candidates must demonstrate a history of learning on the job, creative drive, and expanding responsibilities beyond job title. This position is based in the Miami-Dade County area of Florida, remote to the Nashville, TN headquarters.

Primary Duties and Responsibilities

- Owning the “on the ground” viability, health, and growth of assigned networks as well as overall program success within the Miami-Dade County market through engagement with local stakeholders
- Working with other Account Management team members and across functional groups to execute on key client program goals
- Obtaining meetings with target network members, present the MHD program, and ultimately onboard and train target network members to MHD platform
- Maintaining, growing and supporting relationships with network members and market stakeholders through regular in-person visits, phone calls and other “white glove” actions that support user adoption, compliance, and growth
- Monitoring progress through data reporting and analysis; presenting results both internally and externally while using data to drive informed conversations about utilization, improvement, and growth with clients/users
- Strategizing reporting and process improvements and working with team members to implement them
- Become an expert on the MHD tool to develop insights and address Account Manager and client needs
- Identify and articulate opportunities for MHD to improve its offering and execute expansion opportunities

Qualifications

- 3 – 7 years of healthcare experience, ideally building and managing provider networks and client accounts
- Bachelor's degree in business or healthcare-related fields preferred
- Trustworthy, able to work remotely, and to communicate strongly and clearly in person, over the phone, and by written word
- Ability to grasp new concepts; to learn and get up-to-speed quickly
- Outgoing; not afraid to talk to many people on the phone or in person. Able to deal professionally and calmly with customers and users in all situations
- Ability to work well as part of a team, despite being remote from other team members
- Demonstrated relationship-building skills
- Proven work ethic, drive and determination
- Dedication to your work and results; to getting it done and doing it right

- Advanced proficiency in Microsoft Office
- Willing and able to travel as needed to Nashville headquarters or additional client sites (average 25% of time)

Compensation and Benefits

My Health Direct, Inc. offers a competitive salary and benefits package that is commensurate with experience.

To Apply

Interested candidates should contact tstewart@myhealthdirect.com to inquire about openings. *My Health Direct, Inc. is an equal opportunity employer.*

About the Organization

My Health Direct, Inc. (MHD) was founded in 2006 with a mission to transform healthcare delivery through efficient, effective appointment scheduling and interoperability across PMS, EMR and legacy HIS applications. MHD offers the leading enterprise-based scheduling hub for health systems, health plans and independent providers. Health systems benefit by enhancing the customer experience, reducing patient leakage, and improving scheduling efficiency—resulting in increased patient volumes. Health plans utilize the scheduling tool to improve HEDIS measures, execute prevention programs, address ED discharge and readmission concerns, and improve call campaigns. Providers gain increased control over their calendars, patient reliability and flow, and reduced scheduling costs.