

ABOUT MYHEALTHDIRECT

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, MHD 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, MHD enables healthcare organizations to improve costs, outcomes, satisfaction and quality scores and, ultimately, the bottom line. MyHealthDirect is growing rapidly and seeking exceptional people to help us exceed our customers' expectations and to continue our growth.

ACCOUNT SPECIALIST

MyHealthDirect is seeking an energetic, outgoing, and entrepreneurial professional who isn't afraid to be on the front lines and to partner with the rest of the Account Management team to drive growth and remarkable client experiences.

Interested candidates must demonstrate a history of learning on the job, creative drive, and expanding responsibilities beyond job title. This position is based in Nashville, TN.

PRIMARY DUTIES AND RESPONSIBILITIES

- Work with Account Managers and our Health Plan clients to recruit, train, onboard, and support physician offices in their network on the MHD system.
- Building relationships with clients to drive continual success and improvement.
- Monitoring progress through data reporting and analysis; presenting results internally and to clients.
- Strategizing report improvements and working with team members to automate them.
- Become familiar with the MHD tool to develop insights and address Account Manager and client needs.
- Learn to identify new opportunities, develop strategies and execute expansion opportunities
- Learn to serve as an analyst across clients to develop recommendations for client and company growth.

QUALIFICATIONS

- Ability to grasp new concepts; to learn and get up-to-speed quickly
- Outgoing; not afraid to talk to lots of people on the phone or in person. Able to deal professionally and calmly with customers.
- Demonstrated relationship-building skills
- Proven work ethic, drive and determination. Dedication to your work and results; to getting it done and doing it right.
- Basic proficiency in Microsoft Office
- BS in business- or healthcare-related fields preferred, but not required
- Willing/Able to travel up to 25%

COMPENSATION AND BENEFITS

MyHealthDirect offers a competitive salary and benefits package that is commensurate with experience.

TO APPLY

Interested candidates should complete the application questionnaire at:

surveys.myhealthdirect.com/s3/Account-Specialist-Questionnaire. *MyHealthDirect is an equal opportunity employer.*