

MyHealthDirect**Account Specialist – Health Plan Client (Palm Beach, Broward, and Dade)**

Who is 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, 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 seeks exceptional people to help us exceed customers' expectations and continue our growth.

Account Specialist

MHD is seeking an energetic, outgoing, and entrepreneurial professional who isn't afraid being on the front lines supporting the building of provider networks, driving user adoption, and creating remarkable client experiences by partnering with the rest of the Account Management team to ensure long-term success in South Florida. Individual success will be assessed by the growth and utilization of the MHD provider network in South Florida.

Interested candidates must demonstrate a history of learning on the job, creative drive, proactive analysis, problem solving, and expanding responsibilities beyond job title. This position is based in the Palm Beach/Broward/Dade area of South Florida.

Primary Duties and Responsibilities

- Work with the Account Management team to recruit, train, onboard, support, and manage the MHD provider network
- Manage day-to-day health, success, growth, and satisfaction of the MHD provider network and other stakeholders
- Monitor progress through data reporting and analysis; present results both internally and externally while using data to help drive informed actions about utilization, improvement, and growth with clients/users.
- Become an expert on the MHD platform to determine quick solutions to client needs and identify potential new opportunities

Qualifications

- 2 – 3 years of project management-type experience; healthcare-related and network building experience a plus
- Bachelor's degree in business or healthcare-related fields preferred
- Self-starter who is comfortable with and can be depended upon to work with minimal supervision
- Proactive; always figuring out what should be done, asking questions as needed, then doing it
- Able to grasp new concepts; to learn and get up-to-speed quickly
- Able to communicate clearly, both verbally and in writing
- Detail-oriented and committed to getting any job done right and on-time
- 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
- Proficiency in Microsoft Office suite
- Willing and able to travel as needed to Nashville headquarters or additional client sites (average 25% of time)

Compensation and Benefits

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

To Apply

Interested candidates should contact saiello@myhealthdirect.com to inquire about openings.

My Health Direct, Inc. is an equal opportunity employer.