

Job Title: Senior Director, Client Relations

Location: US Remote (with domestic and international travel).

Job type: Full-Time

Compensation: Depends on Experience

Start Date: Effective immediately

ECLAT Health Solutions, an industry leader in Health Information Management (HIM) and Revenue Cycle Management (RCM) solutions, is seeking highly motivated individuals with a passion for excellence & collaboration, for careers in the healthcare industry.

Job Responsibilities:

- Conduct practice assessments for prospective clients and provide findings report to highlight areas of business improvement and revenue leakage. This includes analysis of client/practice data.
- Analyze ATB volumes and dollars across financial classes and aging groups.
- Analyze payment, collection reports. This includes participating in the knowledge transfer and aiding in process documentation.
- Responsible for finalizing and presenting the work process document to the client for approval.
- Monitor service productivity and quality through reports provided by operations to ensure SLAs are being met.
- Act as primary liaison between the client's mid to senior management staff and global operations.
- Ensure issues or escalations are addressed in a timely manner and to the client's satisfaction.
- Follow through to check progress and output consistently.
- Communicate regularly with the executive team on farming and sowing opportunities.
- Make regular onsite visits to clients to develop rapport and explore new opportunities.
- Reviews weekly project trackers and conduct state of the client discussions with operations.
- Participate in strategic and tactical Client/Operations calls to propose solutions and keep sight on opportunities.
- Guide the operations team on RCM Compliance regulations and provide feedback on in house policies and procedures.
- Document and educate in-house management on client compliance requirements.

- Collaborate with Sales team during proposal and contracting process, manage client relationships and drive new revenue opportunities & act as subject matter expert.
- Responsible for successful kick-off and implementation of new or expanded Revenue Cycle Management (RCM) projects from pilot test phase through training.
- Support company Compliance Program by demonstrating adherence to all relevant compliance policies and procedures as evidenced by in-service attendance and daily practice; notifying management when there is a compliance concern or incident; demonstrating knowledge of HIPAA Privacy and Security Regulations as evidenced by appropriate handling of patient information; promoting confidentiality and using discretion when handling patient information.

Job Requirements:

- 10+ years of work experience in healthcare providers and / or payers strongly preferred
- Proven track record of closing deals within sales target goals
- 10+ years of work experience in Account Management, Client Relations etc.
- 5+ years of management or supervision expertise.
- Capable of traveling, as needed (Up to 50% travel.)
- BA or BS or equivalent with related practical experience

Job Skills:

- Self-driven and problem-solving attitude.
- Communicates effectively and efficiently with company stakeholders at multiple levels (Director, VP, C-suite).
- Willing to learn and take on any challenge presented within the revenue cycle process.
- Excellent critical thinking skills to form resolutions as needed.

Benefits:

ECLAT delivers a people-oriented, equal opportunity culture that supports a friendly work environment, innovative ideas, and a benefits-rich employee package.

About ECLAT Health Solutions

Founded in 2008, ECLAT Health Solutions has been continuously servicing high-quality revenue cycle management healthcare support services for hospitals and health systems nationwide with a focus on delivering the fastest, most accurate, flexible, and affordable solutions available. Recognized as one of Inc.'s 5,000 fastest-growing private companies in America this year, ECLAT Health Solutions is looking to expand services in revenue cycle management by offering effective operational strategies that deliver

customized solutions for medical coding accuracy, medical billing processes, ICD-10 Auditing, CDI advances and more.

“People are our greatest asset” is much more than just an expression to ECLAT. We make every effort to foster an environment where our teams can find an ideal balance between work and fun. Employees at ECLAT believe in being client-centric, open and ethical, innovative, and outcome-driven. ECLAT is an equal opportunity employer and believes in creating a supportive and diverse workplace.

For more information, please visit our website at www.eclathealth.com.