

Position: Customer Support Submission Specialist

Department: Success

Location: Hybrid

Role Type: Full-Time

About Healthmonix:

Healthmonix is a female owned healthcare analytics company focused on helping organizations drive value-based care solutions. As a CMS Qualified Registry since 2009, Healthmonix's industry leading software has assisted over 52,000 providers in reporting their quality measures, all while adding more revenue to their bottom-line. Founded in 2007, Healthmonix is rooted in quality metric development, performance improvement, and driving outcomes for health systems. Located right outside of Philadelphia and serving clients throughout the country.

Healthmonix is hiring an entry-level Customer Support Submission Specialist with the capabilities to enhance our customers' experience and be an integral part of our Account Success Team. The position will be reporting to the Customer Support Manager.

The ideal candidate will be a highly motivated individual with enthusiasm and a willingness to deliver an exceptional customer experience. We are looking for someone who wants to grow in their role, ready to be a team player, and excited to join an ever-changing and exciting industry. This candidate will not only be responsible for the list below but will need to build on the company's culture and market status by utilizing strengths in creativity, passion, and drive.

Customer Support Submission Specialist Responsibilities:

- Support MIPSpro customers with use of our system to submit their MIPS data to CMS during Q1 of the year
- Execute the MIPS submission validation process, which requires
 - Reviewing validation reports provided by our system to identify discrepancies
 - Validating issues with other team members
 - Working with other team members to resolve discrepancies
- Educate customers on our MIPSpro product and reporting requirements for the CMS MIPS program by answering product and MIPS-related questions
- Keep up to date with the annual CMS reporting requirements and communicate them to customers
- Provide an exceptional customer experience by documenting needs and problems, and making sure issues are resolved as quickly as possible
- Use email, phone calls, and chat to answer customer questions
- Schedule and conduct meetings through Calendly
- Maintain accurate and complete records of customer correspondence
- Manage initial contact for new and returning customers for the current MIPS reporting year
- Guide customers through the onboarding and submission phases for our MIPSpro and MIPS Cost Analytics SaaS products
- Follow company rules and procedures for escalating customer requests.

Skills:

- Customer-first mindset, adaptive, positive, empathetic, and patient
- Ability to manage expectations utilizing empathy, active listening, and proactive communication
- Proficient oral and written communication
- Attention to detail
- Proactive approach, identifies, communicates, and resolves issues
- Time management

Requirements:

- Passion for the healthcare industry and desire to breakthrough in the exciting industry
- Ability to quickly adapt to new technology
- Comfortable interacting with wide range of healthcare professionals
- Process driven, detail oriented, proactive and self-motivated
- Ability to work within a team environment and independently when required
- Self-starter who has a desire to learn, grow, and excel in their role
- Proficient with technology such as Outlook, Word, and Excel
- Work in office 2 days a week and remote 3 days a week

Compensation:

- Base pay
- 401(k) and company match
- Phantom stock
- Medical, dental, and vision insurance
- Telehealth program
- Training budget
- PTO