



GHN is currently seeking a **Client Advocate**.

Description:

A Client Advocate works with our clients to achieve stability in key performance indicators while providing daily support. The role is responsible for resolution or escalation of issues to responsible departments ensuring Service Level Objectives are met. The role also ensures all GHN RCM solutions are optimized through the performance of routine audits aimed towards reduction of support issues.

Job responsibilities:

The objectives for this position are to achieve 100% customer retention, 100% client reference base, and 100% penetration of GHN RCM solutions. Our Client Advocates establish solid working relationships with existing customers and work with new customers upon acceptance from our Implementation team. The client advocate assists users working with GHN's claim scrubbing processes and payer rejections with the goal of 100% first pass adjudication. The client advocate provides accountability for the resolution of the client's problems by documenting and monitoring the progress of assigned support calls as well as the steps taken for resolution or escalation as necessary. The client advocate promptly updates internal systems to reflect that all tasks have been addressed and completed regarding client issues and audit reviews. The client advocate portrays the ability to work independently while functioning effectively in a team oriented environment.

Position requirements:

Exceptional customer service skills. Knowledge of CMS 1450 and CMS 1500 claim forms, and ANSI electronic billing formats. Respond to requests for assistance from clients experiencing problems via telephone or internet. Research and data test as necessary to assist in resolving client issues. Work independently and use available tools and resources to resolve client calls. Assist clients with training on the GHN application when necessary. Candidate must be able to engage other teams and departments in an effort to resolve ongoing issues or miscommunications. Experience in root cause identification and resolution is preferred.

Education requirements:

Healthcare background is essential, familiarity with healthcare billing solutions and medical office environments is preferred. The ability to work independently, listen and analyze end user needs as well as the ability to evaluate technical options with recommended solutions are essential. A degree in Business Administration or Information Systems or equivalent work experience in the healthcare marketplace is desired.

Offers:

Competitive compensation and benefits, talented and upbeat staffing team focused on the quality of your career, security of working for a solid company.

Location:
Dallas, TX