



GHN is currently seeking an **Implementation Specialist**.

Healthcare background is essential. A degree in Business Administration or Information Systems is desired.

Experience: Three years experience in customer service with medical billing software or electronic billing applications, including electronic data interchange. Project Management expertise. Training end-users on software applications. General proficiency in office automation, database applications and the Internet is required.

Special Skills include: Knowledge of CMS 1450 and CMS1500 forms, and ANSI electronic billing formats. A punctual self-starter with exceptional organizational and analytical skills with full desire to provide world-class implementations to GHN's customers. Must have superb customer service aptitude with the ability to build relationships and manage customer's expectations and the evolving needs of a technology/service organization. Effective oral and written communication skills with a positive attitude is a must.

Position Objectives include: 100% customer retention. 100% client reference base. 100% penetration of GHN RCM solutions. Responsible for implementing and educating clients on effectively using GHN-Online services. Initiate and follow-up on required EDI enrollment applications. Manage each customer's training expectations and effectively communicate any issues noted during the training process to the department manager. Ensures customers are implemented on all the service options they selected. Update training guides and materials as needed. Timely escalation of issues to internal departments to ensure the proper treatment of the customer's requests. Promptly communicates technical issues to their respective departments.

Location: Dallas, TX