



Every Number is A Life™

## Director, Client Engagement

**Title:** Director, Client Engagement

**Reports to:** Vice President, Client Engagement

**Location:** Annapolis, MD 21401 (Possible remote/virtual position for preferred candidates)

### About Pulse8, Inc.

Pulse8 is an innovative Healthcare Analytics and Technology Company that delivers visibility and transparency for Risk Adjustment and Quality Management programs. We enable health plans and at-risk providers to achieve the greatest financial impact in the Health Insurance Exchange (HIX), Medicare Advantage, and Medicaid markets. By combining advanced analytic methodologies with extensive health plan experience, Pulse8 has developed a suite of uniquely pragmatic solutions that are revolutionizing risk adjustment. Pulse8's flexible business intelligence tools offer real-time visibility into member and provider activities so our clients can apply the most cost-effective and appropriate interventions for closing gaps in documentation, coding, and quality.

### What's cool about working for Pulse8?

We're a close knit team of Healthcare and Technology experts dedicated to helping people live longer, healthier lives. You'll get to help us design and build innovative solutions from the ground up and have the opportunity to do lots of interesting things in an entrepreneurial culture. We offer competitive benefits and much, much more!

### Position Description

The Director of Customer Engagement will have full accountability for the relationship with key accounts. The primary responsibility is to serve as day-to-day client relationship manager, including maintaining regular and consistent contact with clients; troubleshooting client issues and ensuring superior client service. The Director of Customer Engagement is also responsible for implementation of new accounts as needed.

### Position Responsibilities

- To foster an open, collaborative relationship with clients that is only achieved through clear communication and delivering on commitments.  
To facilitate regular touch points and follow up on client concerns or requests.
- To analyze client performance and make recommendations on alternate strategies.
- To keep track of any open issues and drive timely issue resolution. Also ensure internal support teams are fully aware of customer issues and have a complete understanding of the concern.
- To identify industry trends that may impact the client's business and ensure they are aware of these potential business impacting events.
- To perform monthly and quarterly account reviews to evaluate performance and guide strategic direction of the relationship.

- To collaborate with internal support teams to troubleshoot issues and design creative solutions to
- To undertake additional duties as required by the company.

## Minimum Experience, Knowledge, Training and Qualifications

- Proven and demonstrable experience in successful client relationship management and issue resolution.
- Deep knowledge of the Medicare Risk Adjustment and Commercial Risk Adjustment Programs and intervention strategies is preferred.
- Previous experience working for a health plan or running an intervention program for risk adjustment is desired.
- Clinical knowledge and medical record coding experience is a plus.
- Superior project management and communication skills are required.
- The ability to communicate complex concepts across all levels of an organization is necessary.
- Proven and demonstrable experience in successful client relationship management and issue resolution.
- Deep knowledge of the Medicare Risk Adjustment and Commercial Risk Adjustment Programs and intervention strategies is preferred.
- Previous experience working for a health plan or running an intervention program for risk adjustment is desired.
- The successful candidate will have an aptitude for and an interest in analytical process and problem solving.
- Superior project management and communication skills are required.
- The ability to communicate complex concepts across all levels of an organization is necessary.

This position requires travel to client sites for significant account reviews or other strategic in person meetings. When You Apply: Please provide specific details of career accomplishments in response to responsibilities and qualifications noted above.