



<b>Job Description</b>	
<b>Job Title:</b>	Population Health Senior Account Manager
<b>Reports to:</b>	Senior Manager, Population Health
<b>FLSA Classification:</b>	Exempt
<p><b>General Description:</b></p> <p>The Population Health Senior Account Manager works closely with HEALTHeLINK’s Senior Manager of Population Health and the Population Health Team to coordinate, manage, and align the services and strategies of population health services offered by HEALTHeLINK to meet the needs of clients and stakeholders. They are responsible for developing and managing the on-going relationship with the various entities involved in the population health service line and guiding each through the stages of engaging in these services and facilitating and coordinating the planning for all services with that entity.</p> <p>The Population Health Senior Account Manager coordinates communication efforts, including coordinating ongoing training and materials, promotion activities, and online updates with clients of population health services, including IPA’s and Health Plans. They also serve as a subject matter expert to internal and external stakeholders on matters related to population health initiatives, value-based care and related programs, grants, and state/federal initiatives. In addition, the Population Health Senior Account Manager works collaboratively with HEALTHeLINK Population Health Participants and partners, to enhance their understanding of the clinical/operational relevance and value of HEALTHeLINK and its impact on practice workflow and population health outcomes.</p>	
<p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Assist the practice in making various choices related to the incorporation of HEALTHeLINK capabilities and services in the workflow of the practice specific to the roles and rights of users</li> <li>• Coordinate &amp; provide training in the effective use of the core applications including HEALTHeLINK, HEALTHeCOMMUNITY Portal, and HEALTHeNET, and others as they are added to the application and services portfolio to help further the customers use of Population Health Services</li> <li>• Serve as a subject matter expert in population health and VBC between HEALTHeLINK and healthcare organizations</li> <li>• Provide coordination of HEALTHeLINK’s population health tools and services <ul style="list-style-type: none"> <li>○ Collaborate with internal teams to build, deploy, market, and support Population Health Services and VBC initiatives</li> <li>○ Conduct ongoing support and evaluation to identify and understand service gaps and issues</li> <li>○ Assist in developing strategies to engage participating entities and providers in population health efforts</li> <li>○ Coordinate operationalization efforts of new population health services and workstreams</li> <li>○ Serve as liaison to individual health care organization to provide access to and training of HEALTHeLINK’s various population health initiatives</li> </ul> </li> <li>• Manage efforts to review, assess, and improve practice workflow in the context of HEALTHeLINK services and healthcare operations</li> <li>• Support Value Based Care/population health initiatives</li> <li>• Provide project management on new projects and grants as requested in the population health service area</li> <li>• Other duties as assigned</li> </ul>	



**Knowledge and Skill Requirements:**

- Extensive knowledge and experience with healthcare clinical services and office environments
- Working knowledge and experience with CMS/NYS programs such as MIPS, CPC+, PCMH, etc.
- Working knowledge and experience with Value Based Care models and other population health initiatives
- Knowledge and experience with health information management and coordination across networks of providers and care settings
- Working knowledge of ICD, CPT, LOINC, SNOMED and other coding types
- Working knowledge and experience with health care quality programs such as HEDIS, QARR, NCQA, etc.
- Excellent project management and organization skills
- Working knowledge and experience with process improvement/PDSA model/smart objectives and workflow redesign
- Demonstrated ability to consistently and reliably perform duties in a timely fashion
- Demonstrate strong teamwork abilities; honesty, collaboration, active listening, accountability, empathy
- Self-starter requiring limited supervision for the planning and execution of daily duties and responsibilities
- Demonstrates strong interpersonal and communication skills
- Excellent written communication and presentation skills
- Experience with public speaking with the ability to present to Executive Management and clients
- Proficient using the Microsoft Office Suite including Word, Excel and PowerPoint
- Ability to work independently under pressure to meet deadlines and company goals

**Experience and Education:**

- At least 5 years of experience as a Healthcare Professional and/or Bachelor's/Master's degree in a health care related field

**Security and Privacy Roles:**

- Workforce Member

**Security and Privacy Responsibilities:**

- Read and acknowledge the HEALTHeLINK Security & Privacy Policies.
- Implement the HEALTHeLINK Security & Privacy Policies that apply to your roles.
- Follow applicable HEALTHeLINK Security & Privacy Procedures that apply to your roles.
- Report suspected privacy and/or security incidents promptly to management; participate in incident response if needed.
- Complete all training as required by the HEALTHeLINK Training Curriculum.
- Comply with Facility credentialing requirements, if applicable

**Physical Requirements:**

The physical demands are representative of those that must be met to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Light physical effort in an office environment
- Frequent computer use / data entry; repetitive motions of the wrist, hands, and/or fingers
- Must have close visual acuity to perform activities such as: preparing and analyzing data and figures; transcribing; and viewing a computer
- Ability to receive detailed information through oral communication
- Must be able to lift up to 20 pounds (files, paper boxes) periodically
- Primarily sedentary work with occasional bending and reaching
- May be required to drive for long periods of time and is expected to travel throughout the Western New York area



- Valid driver license required

I have reviewed and understand this job description and believe it to be accurate and complete. I understand the Management of HEALTHeLINK retains the right to change the job description as it deems necessary. I will follow and adhere to my job description.

**Employee Signature:**

**Date:**

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*The above job description is not a contractual or binding document; it is provided as a guide to the types of duties required to be undertaken. Duties may vary from time to time and this description is subject to review. Modifications will be made as needed to support changes in the business climate and requirements.*