WellNet
HEALTHCARE GROUP

Client Account Manager	
Report To	Chief Operating Officer
Key Responsibility	Serve as the primary WellNet representative to the senior decision makers (e.g. HR/Benefits Managers, COO, CFO) for a roster of clients.
Key Activities	• Proactively manage WellNet's relationship with its clients beginning with their implementation and continually focusing on benefit plan design, campaign implementation and management, issue resolution, cross selling, and ultimately ensuring client satisfaction in order to grow and retain the business • Serve as the primary channel for Broker interaction with WellNet partnering with them on servicing our mutual client base. • Drive the awareness, training, and adoption of WellNet's Point to Point Healthcare System across clients and members. • Project manage workflows associated with group implementation activities for all business lines, including but not limited to the preparation of contracts, Summary Plan Designs, Business Associate Agreements, Information Release Forms, Pricing exhibits, plan marketing materials, and ID card dissemination. • Identify, implement, manage, measure, and modify cost saving/behavioral change campaigns for client. • Monitor and manage client satisfaction through annual reviews, renewal management, client retention, client surveys, and direct feedback • Provide onsite services to clients to facilitate technology training and user registration, member engagement, health fairs, health risk assessments, benefits fairs, and enrollment meetings. • Ensure all ERISA plan documents (e.g. SPD) and WellNet contracts (e.g. BAA) are accurate, fully executed, and correctly filed with necessary parties. • Strictly adhere to patient privacy and confidentiality issues relative to clinical and patient specific medical information • Partner with WellNet's Registered Nurse Care Managers to ensure requests for wellness services are received and responded to in a timely manner. • Assist in the development of marketing materials and client communication pieces
Qualifications	• 3-7 yrs experience servicing executive level company management in an account mgt/relationship mgt/sales capacity • Has a strong sense of professionalism and personal accountability • Exhibits strong problem solving skills and ability to work autonomously • Ability to organize and prioritize workload and continually meet time sensitive deadlines • Ability to do research and build business cases • Working knowledge of Microsoft Outlook, Word, Excel, PowerPoint, Adobe and other systems related to operations and administration, like CRM • Strong work ethic and attention to detail • College degree required