

Job Title: AVP, Coding Client Services
Department: IKS Margin
Location: Chicago/Dallas/Boston/NY
Reports to: Market Leader

Position Overview: The Associate Vice President of Coding Client Services (“AVP”) will be responsible for managing the success of the operational relationship with one or more IKS clients in the region and ensure successful implementation of the IKS’ Coding Business under contract. Incumbent will ensure high levels of customer satisfaction and mutual success of the relationship. In addition, he/she will work with the selling organization and provide solutions support to ensure IKS maximizes revenue with the client. He/She will serve as the “voice of the customer” for IKS Health and serve as the “voice of IKS” in the client organization.

This role will require one spend 4-5 days a week at client’s locations. Extensive Domestic Travel will be required with ability to travel to IKS Health’s India delivery centers as well.

Key Responsibilities

- Manage the overall operational deliverables between IKS and the customer to ensure high levels of customer satisfaction and mutual success, by:
 - Understanding client issues, concerns, priorities and ensure it is supported and implemented in the operational teams through a collaborative & immersive internal governance process
 - Ensuring that operations are aligned to meet customer goals and success
 - Working with the customer to resolve issues that are blocking IKS performance as requested by the operational teams
 - Working with the delivery teams to resolve operational issues affecting the customer promptly and effectively
 - Reporting performance metrics to the customer on a daily / weekly / monthly basis working closely with the IKS offshore delivery team.
 - Create / Review IKS Operating Documents to ensure that they are fit-for-purpose
- Formally facilitate governance of the relationship with the client organizations to:
 - Review the status of IKS Service Delivery and ensure it meets/exceeds contractual requirements with the client
 - Identify delivery issues or areas of concern for the client; if any; work with the IKS delivery team and the client physicians to resolve concerns
 - Recommend cost effective value-adds beyond the Statement of Work that will add value to a client
 - Proactively reduce escalations if any from the client
- Proactively anticipate operational issues early and escalate within IKS before the client is aware to issues can be resolved. Work with the IKS delivery teams to:
 - Identify and implement operational improvements (such as work flow changes, technology and automation, metrics and reporting) to ensure high level of customer satisfaction and customer success.
 - Provide the nuances of the client environment and ensure the delivery and measurements of success are representative of the client environment
 - Understand and resolve issues with the client that are hindering IKS performance in the account

Key Measurements of Success

- **Primary:** High Customer Satisfaction & Success
- **Primary:** Ensure Business Metrics and value proposition is met and shared with the customer
- **Secondary:** Ensure Operational Metrics with regards to ensuring SLAs are exceeded
- **Secondary:** Reduce client escalations
- **Secondary:** Revenue growth for the client.

Qualifications

- **Technical Skills / Competencies:**

- Experience in Medical Coding & Clinical Documentation Must possess a thorough knowledge of ICD-9 / ICD-10 CM coding principles and applications as they relate to Physician Coding
- 10-12 years of experience with a large / medium physician group / health system
- Ensure optimal reimbursement of all cases in compliance with CMS policies and procedures and Official Coding Guidelines
- Abide by the Standards of Ethical Coding as set forth by AHIMA and AAPC
- Ability to effectively utilize computerized encoder and/or other reference guides
- Ability to read, decipher and analyze all aspects of medical record documentation for accurate coding
- Knowledge of various clinical information systems, encoders and other technologies to facilitate a successful virtual work environment while maintaining maximum communication and adhering to HIPAA security standards
- Familiar with EHR Systems & Work Flow
- Licensure/Certification: RHIA, RHIT, CCS, CPC credentials (AHIMA, AAPC)
- HCC coding experience required
- Participate in orientation training activities and review material provided

Behavioral Competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality
- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyses information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional matters
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans
- Ability to manage and influence external vendor relationships
- Ability to handle confidential information with tact and poise
- Be results-driven within the context of a collaborative team environment
- Be agile and adaptable to understand the organization's changing needs and balance needs accordingly

IKS Health offers a comprehensive benefits package including medical, dental, vision, life insurance, long-term and short-term disability, AD&D, etc. For additional information please reach out to Hema Mehta at hema.mehta@ikshealth.com