



Job Title: Director, Client Services

Department: Revenue Optimization Services

Location: Dallas, TX or Austin, TX preferred

Job Summary

IKS Health is looking for a leader that will be responsible for advancing our expertise within the DME space, predominantly the Orthotics & Prosthetics. An ideal candidate is someone with demonstrated history of successfully managing large O&P/DME/Rehab groups in either clinical & administrative capacity. This role of the Director (“Dir”) will help deliver high levels of customer satisfaction and further the organization's innovation around increasing the O&P footprint, advising large IKS customers on industry best practices. In addition, he/she will work with the selling organization and provide solutions support to ensure IKS maximizes revenue with the client. They 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 to spend time at Client/s Locations. For now, Domestic Travel may be limited to 25% however could increase as the vertical grows.

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

Provide Clinical & Administrative consulting large practice groups within the DME & O&P space.

Consulting will include, but are not limited to:

- Restructuring the clinical & administrative workflow
- Suggest & deploy tools that are best in class to help improve clinical outcomes.
- Clinic front end optimization
- O&P payer guidelines o Thought leadership within the changing landscape of reimbursement
- Roadmap to transition to Value based model
- Build & nurture referring provider relationships

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 that issues can be resolved. Work with the IKS delivery teams to:

- Identify and implement operational improvements (such as workflow changes, technology and automation, metrics and reporting) to ensure a 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

Technical Skills / Competencies

- Preferably a Clinical professional with extensive experience in managing an O&P setting. If not, should have worked in the DME / Rehab space managing Business operations. Any clinical experience is a plus.
- 8-10 years of experience with a large / medium physician group / health system
- Must have strong critical thinking, data, financial and analytical skills, as well as an exceptional ability to integrate clinical, coding and reimbursement knowledge.
- Demonstrated leadership in identifying opportunities for improvement, and partnering with Physicians, HIM leadership, Quality department, Finance management and Care Management coordinators for improved documentation for quality and reimbursement
- Knowledge of ICD-9 / ICD-10 CM coding principles and applications
- Knowledge and familiarity with HCC risk-adjustment model, AHRQ Quality Indicators (HACs and PSIs) and Bundled Payment models
- Ensure optimal reimbursement of all cases in compliance with CMS policies and procedures and Official Coding Guidelines
- Ability to effectively utilize computerized encoder and/or other reference guides
- 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

Education

- Preferably a master's degree

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 at ushr@ikshealth.com