

CAQH Position Description

Position: Provider Engagement Advocate **Department:** Provider Engagement
Reports To: Director of Provider Engagement **Date:** October 2022

Position Summary:

The Provider Engagement Advocate is responsible for developing and managing relationships with assigned CAQH provider groups and industry stakeholders (customers).

The position requires a demonstrated ability to develop and manage complex relationships, identify customer needs, develop and execute plans and effectively identify and communicate value propositions to multiple decision makers. The Provider Engagement Advocate reports to the Director of Provider Engagement. This is a full-time, exempt, remote position.

Specific Responsibilities:

- Retain and build strong provider-group client relationships.
 - Proactively build strong relationships with key decision-makers and group administrators at assigned provider groups (accounts) to achieve CAQH provider adoption targets for new solutions as well as engagement targets for current solutions.
 - Track and report provider-group client interactions using Salesforce; ensuring that systems are current.
 - Track account activities, identify and report trends, and incorporate findings into existing and future client plans.
 - Cultivate stakeholder and industry relationships to promote CAQH services and incorporate their feedback.
 - Develop and execute account specific strategies that identify client needs and positions CAQH services to meet those needs.
 - Identify and analyze any provider-group client dissatisfaction and develop recommendations on how to address.
 - Help drive solution development efforts to address account needs and coordinate the involvement of all necessary CAQH personnel.
- Develop comprehensive understanding of CAQH, its services and how they benefit assigned accounts.
 - Understand assigned book of business.
 - Identify, assess, and share market demands, changing trends, economic indicators, and competitor activities that can impact account goals and strategic objectives with senior management.
 - Act as internal SME for assigned clients.
 - Identify sale opportunities (leads) for Business Development.
- Develop comprehensive understanding of end-to-end provider data management operations and associated technology platforms for assigned book of provider-group customers.
- Collaborate with Provider Engagement Analyst on the development of provider-market landscape materials. These materials will be used to guide program strategy as well as support business development activities, thought leadership, and solution enhancements.
- Collaborate with Operations, Marketing & Communications, and Business Development to elevate the voice of the provider community and enhance their experience working with CAQH.
- Champion the provider perspective and advocate for provider needs by proactively working with Product to enhance the user experience and reduce administrative burden.

-
- Attend conferences and provider-industry events to expand and deepen client relationships as well as expand provider-industry subject matter expertise.
 - Additional duties and responsibilities as may be required to accomplish organizational goals and objectives.

Supervisory Responsibility: None.

Skills:

- Team player that can interact, cooperate and work closely with all levels of internal and external colleagues.
- Strong interpersonal skills.
- Excellent writing and documentation skills.
- Outstanding attention to detail and good time management and organizational skills.
- Flexibility, reliability, and follow-through skills necessary.
- Exceptional interpersonal and telephone communication skills with the ability to effectively communicate with the client.
- Ability to listen actively, synthesize client or needs and then present CAQH product and solutions in a flexible and responsive manner.
- Ability to handle multiple tasks seamlessly without a drop-in quality. Strong attention to detail and the ability to follow consistently to resolve concerns and ensure client satisfaction.
- Ability to experience negative results and yet retain and sustain focus, professionalism and enthusiasm for work and CAQH products over an extended period.
- Ability to work independently, demonstrate sound judgement and sustain high level of motivation and enthusiasm.
- Possesses a strong work ethic and desire to contribute individually, to the team, and to the organization.
- Intermediate to advanced skills with Microsoft Office, Word, Excel, PowerPoint and Salesforce.

Percent of Travel: Occasional (up to 25% outside of DC Metro area).

Experience: Three or more years of account management and/or sales experience in health systems, provider groups, or health information technology companies is strongly preferred. Proven history of successful account management: promoting a product or service while developing and managing successful client relationships.

Education: B.A. or B.S. degree in Marketing, Communications, Healthcare Administration or a related field.

WHO WE ARE

Named one of the “Best Places to Work” by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable and consistent. CAQH Explorations researches opportunities to reduce the burden of manual processes in healthcare administration.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. We offer full-time remote work to all staff from any location and maintain a physical office (with many amenities) in downtown Washington, DC.

CAQH is an equal opportunity employer. It is our policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, sex, national origin or ancestry, age, marital status, disability, protected veteran status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence, or any other characteristic protected by law. CAQH will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

This position requires proof of full vaccination against COVID-19 prior to the first date of employment, subject to applicable law. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation request is received and approved.

Applicants have rights under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), and the [Employee Polygraph Protection Act \(EPPA\)](#). If you are interested in applying for employment with CAQH and need an accommodation to apply for a posted position, contact CAQH Human Resources at 202-517-0436.