



Position Title: Healthcare Call Center Manager and Care Coordinator
Position Type: Full Time or Part Time
Availability: Immediately
Location: Pensacola, FL (Downtown)

SUMMARY

Lead the patient care coordination for our Nationwide pool of NewChoiceHealth patients seeking a fair price for their needed medical procedures. Educate patients on medical cost dynamics, research and present options, and facilitate scheduling and payments. Ensure efficient call center operations.

ABOUT NEWCHOICEHEALTH

We are a technology driven healthcare company dedicated to ensuring patients pay fair prices for their needed medical procedures. Over 60% of bankruptcies in the US are a result of medical costs. Often patients are not made aware of the true cost of a procedure until *after* the procedure is completed. Many other patients delay care because they are unable to find fair priced options. Join our team of entrepreneurs and consumer web professionals and help us bring meaningful assistance to these patients!

REQUIREMENTS

- Serve as the lead NewChoiceHealth patient services contact person, able to successfully and quickly manage many cases concurrently via phone, fax, encrypted email, and web-based/software tools.
- Ensure outstanding patient service levels (e.g. response times are within expected thresholds, "patient comes first" mentality, friendly / trust worthy tone and style, etc.)
- Develop and ensure adherence to contact strategies, messaging/communication templates, operational procedures, and privacy procedures
- Build strong, trusting relationships with patients and partner providers
- Propose improvements to systems and patient resources (e.g. our websites, collateral, services, etc.)
- Desire to work flexible hours and remotely to ensure patients receive world class service
- Capable of growing and managing our care coordination / call center team as patient volume increases
- Must have relevant previous experience in patient care, medical insurance and/or call center environment

COMPENSATION AND SCHEDULE

This position will pay based on the candidate's previous experience and fair market value for similar positions. Profit sharing and performance based pay will be offered. You will be expected to work regular hours in our Downtown Pensacola office, however, the work schedule is secondary to ensuring patients receive *exceptional* service levels and are placed with providers.

HOW TO APPLY

Submit your cover letter and resume to careers@newchoicehealth.com. Use the subject line "Last Name – CCCC Manager". Please be very specific in your cover letter as to why this company and position is a good fit, including details on your previous experience. All applications submit correctly will receive a response.