



ACCOUNT MANAGER

Company Overview:

Healthcare2U is a membership-based, hybrid direct primary care (DPC) organization that ensures employers of all sizes and structures have nationwide access to affordable, consistent, and quality primary care over 40% below the average cost of traditional DPC practices operating in the market today. Through our proprietary Private Physician Network (PPN)[™], Healthcare2U promotes healthy living by detecting, treating, and managing acute and chronic conditions before the onset of serious illness. Healthcare2U is headquartered in Austin, Texas and is available nationwide. For more information, visit www.healthc2u.com. Follow us on Twitter @Healthc2U and LinkedIn at Healthcare2U.

Position Summary

- The Account Manager (AM) will support the Account Executive for a designated sales support POD.
- The AM will be an emerging leader and a future potential Account Executive
- The AM will be responsible for day-to-day account management of Healthcare2U relationships with assigned clients.
- The AM executes programs designed to address client needs with the primary goal to grow and retain a profitable book of business.

Reports to:

- Account Executive

Job Responsibilities and Duties:

- Supports the assigned brokers to increase the reach of Healthcare2U's product distribution efforts and thereby increase the number of member lives served
- Retains and grows business by cultivating relationships with existing client decision-makers and operational contacts in the client organization
- Facilitates the timely and accurate flow of information between clients, broker account team members and the company
- Manages the implementation of Client Promise Plans for each client group, including a specific plan detail aimed at retention and revenue growth
- Ensures client service team understanding of client needs, service delivery methods and the economic framework relevant to services delivered
- Executes assigned responsibilities for the client service team to deliver an outstanding client experience from Healthcare2U/PrimeCare products and services
- Supports the renewal process and manages assigned resources to implement the client-specific renewal strategy
- Actively supports client penetration and new business efforts
- Follows the Discovery Process of Client Promise to identify each client's needs and develops a Client Promise Plan to help clients achieve their goals and objectives
- Serves as a resource of industry, product and market expertise to internal and external clients
- Follow-up on invoicing and receivables processes for assigned clients to ensure timely collection
- Ensures that account data supports the integrity of company accounting and tracking systems
- Manages expenses to budgeted goals
- All other duties as assigned by the Account Executive

Supervisory responsibilities:

- No Supervisory Responsibilities

Qualifications:

- Working knowledge of the insurance business, assigned clients' needs as well as major lines of business
- Proficiency in Microsoft Office products such as Word, Excel, PowerPoint and Outlook is required

- Good communication and presentation skills
- Ability to be creative in outreach and client relationship development
- Evidence of ability to become proficient in the use of Healthcare2U specific software tools
- Bilingual preferred; the ability to speak and write fluently Spanish

Experience:

- At least 3+ years of appropriate insurance experience, coupled with project and account team management experience (TPA, Agency, Insurance Carrier etc)

Education:

- Bachelor's degree or equivalent years of industry experience
- Texas Health and Life License or ability to attain one is necessary

Work Environment

- In-office setting
- May include travel, less than 10%

Benefits

- Generous and comprehensive Medical, Dental and Vision coverages (Employer paid Medical for the basic EE only plan)
- Quarterly performance-based incentive bonus
- 401(k) match upto 4%
- Access to Healthcare2U's Direct Primary Care (DPC) product
- Company paid Accident Indemnity Insurance
- Company paid Employee Life Insurance up to \$10,000
- Company paid Short Term Disability
- Other voluntary benefit buy-up options
- Support and encouragement towards continuing education and growing people to be at their best
- Evolving culture with a growing-learning-thinking vision and mindset to improve the customer/client experience
- A role that offers stability with upward mobility for a company that is secure in its space
- Access to resources and discounts for employees through the company's relationship with ADP's PEO

Diversity, Equity, Inclusion and Equal Opportunity

The employees at HC2U make a difference. Here, we believe that celebrating the unique backgrounds, perspectives and abilities of every employee makes an impact not only for our company internally but also for our clients, customers and community. We are an equal opportunity employer and believe that the inclusive atmosphere we build together will enable every person to grow, contribute and thrive.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the interview process, to perform essential job functions and to receive other benefits and privileges of employment.

We are an E-Verify employer.