



JOB TITLE: Customer Support Specialist 1

COMPANY: eHealth Global Technologies, Inc. d/b/a eHealth Technologies

Hours: Need Availability for both shifts: M-F 9am-5:30pm; 10:30am-7:30pm

Starting Pay Rate: 15.00/Hr. or 15.75/Hr. for the 10:30am-7:30pm shift.

Company Description:

Founded in 2006, eHealth Technologies is the industry-leading provider of clinically informed referral services. We serve more than half of the nation's top 100 hospitals, including 16 of the top 20 *U.S. News & World Report* Honor Roll Hospitals for 2016-2017, and leading health information exchanges (HIEs) across the United States. The company's eHealth Connect® solution enhances patient and physician satisfaction by streamlining referrals and intelligently aggregating patients' clinical records. This ensures that physicians have the right healthcare information to care for their patients, right when they need it. As a critical adjunct to HIEs, eHealth Connect® Image Exchange enables the automated access to all types of medical images in the context of the aggregated patient record, in full diagnostic quality, and supports the ability of providers to meet Meaningful Use Stage 2 requirements. For more information, visit www.eHealthTechnologies.com. Connect with us [@eHealthtec](#), [Facebook](#) and [LinkedIn](#).

Career Opportunity Description:

This position is a member of eHealth Technologies' Customer Account Regional team, playing a pivotal role in delivering critical patient information as requested by customers. The CSS 1 plays a key role in the accomplishment of eHealth Technologies business objectives by providing their assigned regional customers exceptional value and timely information. The CSS 1 is an entry level position. This individual will work in a dynamic, fast paced, team-oriented work environment that is guided by and upholds company core values.

Primary Responsibilities:

1. Opens and validates customer requests, requests corresponding information from providers via fax or phone, follows up on open requests, ensures all information is received and accurate.
2. Efficiently and effectively documents request progress in the case management system.
3. Undertakes additional activities at the request of the customer.
4. Proactively addresses and elevates customer service issues to Regional Team Leader.

5. Adheres to established business procedures, processes, policies and regulations.
6. Ensures customer requests are processed in a timely and HIPAA compliant manner maintaining required documentation.
7. Appropriately prioritizes work to support team goals.
8. Ensures all policies and procedures are followed with emphasis on strict adherence to HIPAA guidelines.
9. Proactively monitors request activity and takes necessary actions to avert potential customer service issues.
10. Recommends improvements to procedures, workflows and processes.
11. Performs at a high level of quality to eliminate the potential for incorrect transfer of Patient Health Information.
12. Maintains a high state of training and performance and is properly certified on all required processes.
13. Maintains effective communication and good relationships with all customers and providers.

Knowledge and Skill Requirements:

1. High School Diploma or GED required. AAS degree in related field preferred.
2. Customer service or medical records experience preferred.
3. Demonstrated excellence in communication (written and verbal) with customers.
4. Proficiency in all aspects of PC utilization including MS office.
5. Demonstrates an uncompromising level of integrity, honesty, trustworthiness, and ethical behavior.
6. Detail oriented and exhibits an urgency to achieve results.
7. Strong organizational skills and the ability to handle multiple tasks.
8. Results-driven, action-oriented, and self-motivated mindset.
9. Proven ability to foster successful relationships through clear communication, swift problem resolution, and mutual respect.
10. Experienced and comfortable working in a fast-paced entrepreneurial environment and able to deal well with change and ambiguity.
11. Exercises good judgment and utilizes creative problem solving skills.
12. Ability to complete tasks accurately and within strict time constraints.
13. Willingness to occasionally work a flexible schedule.

Key Relationships:

1. Directly supervised by Regional Team Leader.
2. Interacts regularly with eHealth Technologies staff, customers, vendors, and community businesses.

Essential Functions:

1. Physical Requirements: Extended periods of time typing, data entry, sitting, read, writing. Lifting up to 20 lbs.
2. Mental Requirements include: General, Visual, and Numerical Intelligence. Analytical skills.

