

## Client Services Manager

The Fund for Public Health in New York City, (FPHNYC) is a 501(c)3 non-profit organization that is dedicated to the advancement of the health and well-being of all New Yorkers. To this end, in partnership with the New York City Department of Health and Mental Hygiene (DOHMH), FPHNYC incubates innovative public health initiatives implemented by DOHMH to advance community health throughout the city. It facilitates partnerships, often new and unconventional, between government and the private sector to develop, test, and launch new initiatives. These collaborations speed the execution of demonstration projects, effect expansion of successful pilot programs, and support rapid implementation to meet the public health needs of individuals, families, and communities across New York City.

### **PROGRAM OVERVIEW**

The Primary Care Information Project (PCIP), a bureau in the NYC Department of Health and Mental Hygiene (DOHMH) is devoted to improving health by promoting and supporting primary care. The PCIP works with over 1,300 health care organizations on increasing clinical prevention opportunities, reducing health disparities, managing/preventing chronic disease, and creating community linkages to support health promotion.

Many of the activities and services to primary care are funded by grants and delivered through the New York City Regional Electronic Adoption Center for Health (NYC REACH) devoted to promoting and supporting the adoption of the chronic care model; using payment reform to advance population health by advocating and promoting reforms and programs that will facilitate the delivery of quality primary care; and monitoring the New York City healthcare system by leveraging data to monitor quality of care and population health to inform public health decisions. To learn more, visit us at [www.nyc.gov/pcip](http://www.nyc.gov/pcip) or [www.nycreach.org](http://www.nycreach.org)

### **POSITION OVERVIEW**

PCIP is seeking a **Client Services Manager** who will oversee the delivery of technical assistance and service-related support to medical practices members across New York City.

### **RESPONSIBILITIES**

- Manage a team of subject matter experts in revenue cycle management and quality reporting programs, including but not limited to CMS' *Promoting Interoperability* (PI) and *Quality Payment* (QPP) programs
- Support stakeholder partnership between New York City Department of Health and Mental Hygiene (NYCDOHMH), the New York State Office of Inspector General (OMIG) and the New York State Department of Health's EHR Incentive Program team, including but not limited to meeting administration and facilitation, contract reporting and general correspondence
- Collaborate and strategize with field support staff and managers to maximize current service delivery needs, overcome barriers and identify high priority eligible members in need of services related to participation of the Promoting Interoperability and QPP programs
- Collaborate and contribute to the planning, process and delivery of program-wide training seminars, webinars and workshops relating to the Promoting Interoperability and QPP programs for internal and client audiences

- Develop and facilitate educational seminars and summit-events geared towards performance improvement techniques for specified quality improvement and reporting programs
- Support development and compliance of standardized policies and procedures related to service delivery and documentation by and across field support staff.
- Utilize the Customer Relationship Management (CRM) database, project management software and other tools to assist in the tracking of staff and program-based key performance indicators (KPIs), membership activities and general trends.
- Collaborate with various matrix-style teams across bureau and divisional levels to support related projects and initiatives linked to health information technology and/or public health goals

### **QUALIFICATIONS**

- Bachelor's Degree / Master's Degree in public health, health administration, public administration, business administration or related field;
- Two or more years of project management experience
- Two or more years of managerial experience
- Knowledge of certified electronic health record technology (CEHRT) and quality improvement & reporting programs (such as CMS' *Promoting Interoperability Program*)
- Proficiency in Microsoft Office (Excel, Word and PowerPoint); proficiency in Microsoft Visio and Customer Relationship Management software (CRM) such as Salesforce a plus
- Exceptional customer service, relationship management and interpersonal skills
- Excellent time management, attention to detail and organizational skills
- Excellent verbal/written communication skills
- Demonstrated ability to work independently, and as part of a team in a dynamic and rapidly-changing environment

**There is a potential for this position to transition to DOHMH and therefore candidates must meet DOHMH eligibility requirements, including NYC residency.**

### **SALARY AND BENEFITS**

FPHNYC offers a comprehensive benefits package. The salary range for this position is commensurate with experience and salary history.

### **TO APPLY**

To apply, send resume, with cover letter, including salary requested and how your experience relates to this position, to [publichealthjobs@fphnyc.org](mailto:publichealthjobs@fphnyc.org) indicating "**Client Services Manager and your name**" in the subject line.

***The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.***