



Job Title: Provider Network Concierge & Account Manager

Location: Charlotte, NC area (Fort Lawn)

Job Summary

The Provider Network Concierge & Account Manager is a hybrid role focused on enhancing the healthcare experience for both members of the assigned account(s) and area providers. This position combines responsibilities across care coordination, provider relations, and account management. The individual will serve as a concierge-like guide for members in the greater Charlotte area, helping them navigate the healthcare system to access the care they need, while also acting as a liaison with healthcare providers to ensure satisfaction, smooth operations, and strong partnerships. The ideal candidate is highly service-oriented, strategic, and capable of fostering collaborative relationships within the self-funded healthcare space.

Key Responsibilities

- **Onsite Member Concierge Services:** Provide high-touch, personalized support to members at local client site(s) by helping them understand their healthcare options, schedule appointments, coordinate referrals, and navigate local and specialty care resources.
- **Member Education:** Educate members about their provider network options, including in-network providers, specialist access, and best practices for using their benefits efficiently.
- **Provider Relationship Management:** Develop and maintain strong, collaborative relationships with providers, ensuring satisfaction and timely issue resolution.
- **Care Coordination:** Partner with providers, third party administrators, and internal teams to ensure smooth transitions of care, continuity of services, and efficient coordination for complex or high-need cases.
- **Account Management:** Act as the primary point of contact for assigned account(s) and local provider groups or facilities, addressing concerns, tracking performance, and supporting overall engagement.

- **Network Support:** Monitor network adequacy and performance, identifying gaps in access and working to expand or optimize the provider network as needed in collaboration with EHN's network team.
- **Training & Onboarding:** Educate providers on network participation, organizational tools, policies, and expectations to support optimal participation and alignment.
- **Data & Reporting:** Track provider engagement, member interactions, and service utilization; analyze trends to inform service improvements and strategic decisions.
- **Cross-functional Collaboration:** Work closely with both internal teams (network, account management, operations, and analytics) as well as TPA teams (claims operations and customer service) to troubleshoot issues and deliver seamless support to providers and members.

Qualifications

- **Education:** Bachelor's degree preferred.
- **Experience:** Minimum of 7 years in healthcare provider relations, care management / coordination, or account management, ideally with direct experience in a self-funded plan or TPA environment.
- **Skills & Competencies:**
 - Strong interpersonal and communication skills
 - Ability to navigate complex healthcare systems and strong familiarity with providers in the Lancaster, SC and Charlotte, NC area
 - Customer service mindset with a concierge-level attention to detail
 - Analytical thinking and problem-solving ability
 - Organized, proactive, and comfortable managing multiple priorities

Please send cover letter and resume to careers@ehnlc.com. Cover letter must include a description of your familiarity/experience with the Charlotte health system, Atrium, Piedmont, and MUSC.