Account Executive
Job Description

D2E Health Plans, offers an opportunity to grow and develop your career in an environment that provides a fulfilling workplace for employees, and creates continuous learning and embraces the ideas and diversity of others.

As part of our Mission to make Healthcare more accessible and affordable for our clients through innovation solutions and expert consultation, we value the inherent qualities that are foremost in our Mission, Vision, Values- Compassion, Humility and Impact, which allow us all to create authentic relationships with our team and our clients.

Position Summary:

This position will lead clients as a strategic consultant and will serve as the key interface between D2E Health Plans, and new and existing clients in relationship to the management and administration of client accounts.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- The Account Executive will drive strategy alignment and serve as the face of D2E Health Plans in relationship to daily interaction with their client base.
- Develop and execute service strategies tailored to client needs.
- Track and trend issues to determine common issues that require process improvement.
- Resolve Client issues.
- Conduct in-person or virtual Employer Meetings, (review health plan reports, conduct enrollment meetings, explain internal procedures and new product offerings).
- Work with the TPA to oversee implementation of new groups.
- Review monthly reporting.
- Set up and coordinate new vendor, products or services, i.e. Pharmacy Benefit Manager, (PBM).
- Review SPD's, SBC's and Plan Amendments to ensure accuracy before information is distributed to employer groups.
- Coordinate with Stop Loss Specialist during renewal process.
- Request and coordinate the creation of employer group reports from the TPA.
- Assist with presenting to clients upon request or at scheduled quarterly/biannual/annual meetings.
- Work closely with assigned TPA Account Executive to establish cadence and expectations to provide an exceptional service model.
- Implement and coordinate employee adherence to the Compliancy Group Platform.
- Other possible duties as may be assigned.

GENERAL EXPECTATIONS:

- Present a positive image of D2E Health Plans at all time.
- Provide and promote the delivery of services with a prevailing attitude of respect and recognition of the personal worth and dignity of every individual whether they are a customer, co-worker.
- Communicate in a clear and concise manner, while also demonstrating receptivity through active listening.
- Identify and perform work that has not been specifically assigned, as needed.
- Continuously seek opportunities for improvement and suggest ways in which procedures/systems may be modified to accomplish tasks/goal efficiently and effectively.
- Demonstrate a teamwork philosophy by working cooperatively with others within the organization.
- Attend required in-service and staff meetings.
- Seek other educational opportunities directly related to this position.
- Preserve the confidentiality of all business-sensitive information, including but not limited to that of insured groups and individuals, employees and applicants.
- Adheres to established safety standards and utilizes proper techniques to avoid work-related injuries.

SERVICE EXPECTATIONS:

- Greet all people in a prompt and courteous manner. Communicate in a warm and courteous manner, making eye contact and speaking in a tone of voice that matches words.
- Ask customers what they need and strive to exceed their expectations. Offer and provide assistance whether or not the request falls within your specific job duties.
- Respond to customer requests in a timely manner consistent with the standards and best practices of D2E Health Plans, returning calls promptly and keeping them informed of delays before they ask.
- Make decisions based on customer needs, opinions, complaints or suggestions.
- Take appropriate steps to resolve problems to the customer's satisfaction.
- Ask customers for their opinions, accepting criticism as an opportunity to improve service.
- Seek opportunities, provide value-added services, and eliminate tasks that do not serve our customer.
- Remain aware of products and services provided by Mitchell Insurance/D2E Health Plans.
- Project a positive, professional image when working.

KNOWLEDGE, SKILLS AND ABILITY REQUIREMENTS:

- Bachelor's degree or experience in Employee Benefits/Human Resources.
- Understanding of the Insurance Industry, marketing and sales.
- Licensing in Life, Health and Accident.
- Excellent human relations skills.
- Must be articulate, possess a professional business manner and have excellent organizational and communication skills.
- Strong ability to identify appropriate resources for research and problem resolution.

PHYSICAL AND MENTAL ABILITIES:

- Ability to perform sedentary work for extended periods of time.
- Ability to utilize personal computer, telephone system, and communicate with a variety of customers.
- Ability to concentrate, meet deadlines, work on several projects during the same period, and adapt to interruptions.

WORKING CONDITIONS:

- Position may be performed offsite as needed.
- Travel to customer locations for meetings as needed.

COMPENSATION:

- Negotiable

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so assigned.

Please submit resume, including references, and salary requirements to:

info@d2ehealthplans.com