



---

**Position Description – Business Consultant, Professional Services**

---

<b>Position:</b>	<b>Business Consultant, Various Levels</b>	<b>Reports To:</b>	<b>Senior Vice President, Professional Services</b>
<b>Location:</b>	<b>Burlington, MA</b>	<b>Date Updated:</b>	<b>04/11/2011</b>

---

**Position Purpose**

Venture-backed software firm in the Boston area seeks a seasoned individual to join world class professional services team. The successful candidate will have a deep understanding of healthcare payer operations and claim processing, and experience deploying an enterprise-class software product in the healthcare payer space. The ideal individual will also have excellent oral and written communication skills and the ability to interface with all levels of the customer organizations. This experience will have come from working for some combination of health plan, software vendor, systems integrator, or consulting organization.

**Job Responsibilities**

The individual in this role will be responsible for interacting with customers to scope and deliver a wide range of implementation, training, and consulting services.

Specifically, the individual will engage in a series of working sessions with customers to gather business requirements for the configuration of the HealthRules product. In doing so, the individual will interview customer’s staff, review pertinent documentation, specifications, and data; and will observe customer’s business operations as they exist today. The individual will then document their findings and review with the customer in order to facilitate a high level solution design for the business configuration of the product.

Using an iterative agile methodology, the individual will then configure the system throughout a series of rapid iteration deliverables. Configuration will be done using the HealthRules Language (HRL), which is English like grammar the individual uses to configure things like benefit plans as if they were writing Summary Plan Documents (SPDs) and provider payment provisions as if they were writing a provider contracts.

As work on a deliverable begins, the individual will meet with the customer’s staff to refine requirements for the deliverable. They will also work with the customer’s staff to define complete test cases for the requirements. These test cases will help to clarify the requirements, will be used by the individual for testing the work during the iteration, and will be used by the customer for acceptance testing.

Throughout the implementation the individual will act as a customer advocate, working closely with all stakeholders to understand and clearly articulate the customer’s business needs while continually verifying that the implementation approach meets those needs. While doing this, the individual will lead and at times directly manage a team of customer resources in the conduct of configuring the product, in particular as it relates to the delivery of project-based activities that HealthEdge is dependent on, in order to deliver the HealthRules product.

## **Job Competencies**

The individual in this role must be able to demonstrate excellence and significant experience in the following areas:

- Healthcare payer operations and claim processing.
- Gathering and defining business requirements.
- Translating business requirements into system configurations.
- Building system configurations.
- Defining, building, and executing test cases.
- Working with deadlines and against budget provisions for assigned work.

## **Required Experience**

- Four-year degree.
- Deep healthcare payer domain knowledge, including a solid understanding of healthcare payer operations and expertise in at least one but preferable more than one of the following line areas: claim processing, provider contracts and reimbursement, enrollment and member benefits administration, or premium billing.
- Participated in delivery of commercial software, either externally procured or internally developed, including exposure and participation in a SDLC, within the healthcare payer space.

## **Required Professional Attributes**

- Integrity.
- Strong analytical and problem solving skills
- Demonstrates strong capacity for understanding and factoring of technical and business information
- Strong written and verbal communication skills
- Ability to learn.
- Ability to collaborate and engender collaboration during all phases of each project.
- The ability to manage a 50% minimum travel commitment

## **Other Highly Desirable Experience**

- Experience working within Scrum Agile software development and/or project management frameworks.
- The ability to train end-users.
- Experience working for a venture backed startup or early stage company.