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## Job Description: Head of Customer Care Cala Health, Inc.

### About Cala Health

Cala Health is a bioelectronic medicine company transforming the standard of care for chronic disease. The company's wearable neuromodulation therapies merge innovations in neuroscience and technology to deliver individualized peripheral nerve stimulation, and its vertically integrated commercial model is reshaping the delivery of prescription therapies. Cala Health's lead product, Cala Trio™, is the only non-invasive prescription therapy for essential tremor. New therapies are under development in neurology, cardiology, and psychiatry. Cala Health is headquartered in the San Francisco Bay Area and backed by leading investors in both healthcare and technology. For more information, visit [CalaHealth.com](http://CalaHealth.com).

### The Opportunity

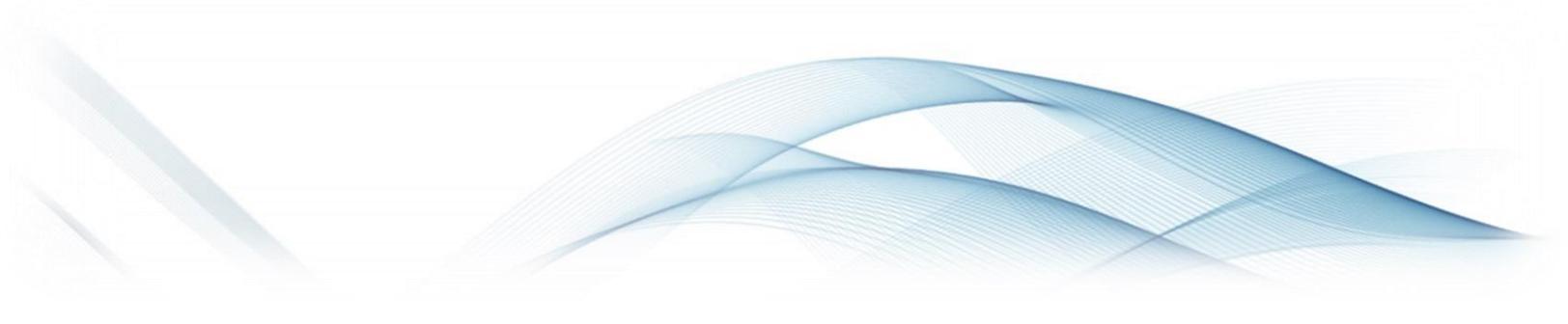
Cala Health is seeking a Head of Customer Care to join our growing team. The role will support Cala Health as it transitions from a cash pay focus to a reimbursed focus. Cala Health is seeking a leader to help build a digital DME, which includes the development and management of the strategic direction and growth of the Customer Care team. The role will drive integration and stability of the Customer Success and Claims Departments across Cala Health.

#### Specific Responsibilities also include

- Establish best practice customer care operations for all patient/customer touchpoints. Today these include customer service, cash pay sales & claims, product support, complaints/returns. Plan for teams to support growth projections, scale customer care, and model appropriate staffing.
- Drive integration of technology to drive efficiencies and digitize systems. The leader will refine a connected healthcare infrastructure to deliver world-class patient experiences at various stages of customer contact, including inside sales, technical support, benefits verification, claims submission, and co-pay collections.
- Position the service function for significant growth, leveraging technology and business intelligence for efficient operations with a keen focus on patient centricity.
- Subject matter expert on reimbursement processes for home medical therapy, payer documentation requirements (prior auth, LMN, ABN/APN) and healthcare professional communications providing leadership for this first-in-class therapy.
- Lead best practice compliance to Medicare requirements, compliance and business audits of CS practices.
- Metrics driven leader emphasizing customer satisfaction as well as efficiency
- Support sales and business growth planning and execution strategies

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- Lead customer care team and develop future leaders for regional or functional teams within customer care, expanding to meet business growth

### **Desired Skills and Experience**

We are looking for an exceptional leader to support the development of a digital DME and the creation of a new Customer Care Organization in a dynamic, fast-paced startup environment, exemplified by:

- 10+ years of healthcare revenue cycle experience and customer service/call center experience along with demonstrated leadership experience managing call center representatives
- Bachelor's degree in Business Administration, Healthcare Administration or 10+ years of equivalent experience required. MBA preferred
- Experience with patient information/claims system processes, as well as fundamental call center knowledge, including the tools used to support both
- The successful candidate must have a strong operational understanding of healthcare revenue cycle with a particular focus on front end operations and call center/customer service knowledge with proven verbal and written communication skills
- Must be able to demonstrate superior organizational, management, leadership and problem-solving skills
- Proven successful experience leading, coaching, and mentoring management is required
- Understanding of Front End, Mid-Cycle and Patient Financial Services knowledge in Health System and/or large ambulatory setting is preferred

Cala Health believes our success is based on diversity of people, teams and thinking. We offer all employees the tools, training and mentoring they need to succeed. Our selection process is driven by the key requirements for the role rather than bias or discrimination on the basis of a candidate's sex, gender identity, age, marital status, veteran status, non-job-related disability/handicap or medical condition, family status, sexual orientation, religion, color, ethnicity, race or any other legally protected classification.

If you or someone you know might be interested in this position, please submit a resume & an introductory email to [careers@CalaHealth.com](mailto:careers@CalaHealth.com).

