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## Job Description: Market Access Operations Leader 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 Market Access Operations Leader to join our growing team. As the Market Access Operations Leader, you will be responsible for establishing the Market Access Operations infrastructure including Billing, Claims Processing, Quality Control and DME support (admin, legal and financial) for the Company. You have a strong background in DME medical billing, with the skills necessary to learn and iterate claims filing for new medical technology, thus establishing successful billing procedures. While the Company is based in California, this position is flexible with regard to homebase, though the strong preference is to HQ the team alongside our Operations/Shipping and Customer Success groups in the San Francisco Bay Area. The objective is to establish a scalable process (people, process and systems) for achieving broad market access and reimbursement on behalf of Cala Health's patients, internal resourcing and/or vendor partners to be determined. As Cala achieves broader adoption for their technologies, you will be integral to building a world-class scalable operation to support global growth plans to address chronic diseases in an entirely new way for patients around the world.

### Specific Responsibilities also include:

- Direct accountability for establishing a high caliber market access execution team in support of Cala's growth
- Develop and execute an operational strategy and tactics to support the scaling of market access for our patients
- Strong knowledge of Brightree billing system, and ability to drive its adoption and best practices for reimbursement excellence, along with Sugar CRM for the ability to measure progress and results
- Establish internal processes, select vendors for eligibility verification, prior authorization for new and renewing prescriptions
- Processes to collate all required documents to process claims submission, establish library of payer requirements increasing clean claims and A/R, reducing denials each quarter and lead the organization from cash-pay to reimbursed revenue streams of rental and supply items.

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- Create weekly operations dashboards to track KPI's which are aligned to annual corporate goals and objectives
- Ensure DME operations targets are being achieved, manage Performance Improvement plans and lead corrective actions where needed, have a successful track record keeping up with the changing regulatory standards and DME compliance.
- Manage the ACHC accreditation process for Home/Durable Medical Equipment Services (DMEPOS)
- Maintain a California Home Medical Device Retail Exemptee License
- Provide strong motivational leadership and clear customer-centric direction to build and lead a highly engaged team
- Ensure compliance with all Medicare, ACHC, HIPAA and other regulatory requirements as well as OSHA, federal, state, and local requirements.
- Experience with DME HCPCS codes. Interpret/process Explanation of Benefits (EOBs), ABN's and insurance claims processing & denials, and resolve past due claims.

### Desired Skills and Experience

We are looking for a Market Access Operations Leader to support a matrix organization in a dynamic, fast-paced startup environment.

#### Qualifications:

- Bachelor's degree or equivalent
- 8+ years of experience supervising and leading medical device market access and billing operations and a high energy level, accountability, and an eagerness to continually improve
- Deep experience with Brightree software capabilities, and DME billing vendors
- Working knowledge of ERP, project management software, spreadsheets, smart sheets, and project management methods
- Solid understanding of financial metrics and productivity metrics in operations

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).

