



Application Success Expert Role

Position Overview:

The Application Success Expert is a mission-critical role responsible for ensuring the successful preparation, submission, and approval of licensing, accreditation, and payer enrollment applications for home care, home health, and hospice agencies at Ace Compliance Consulting. This individual serves as a subject matter expert in application processes and regulatory requirements, driving excellence in execution, reducing delays, and ensuring clients are positioned for long-term success. The Application Success Expert will work closely with clients, internal teams, and state/federal agencies to ensure all documentation is complete, compliant, and submitted in alignment with deadlines and quality standards.

Key Responsibilities:

1. Application Management & Client Fulfillment:

- Oversee the end-to-end process of application preparation, submission, tracking, and follow-up for licensing, accreditation, and payer enrollment.
- Ensure all client applications are accurate, complete, and submitted within designated timelines to avoid processing delays.
- Maintain up-to-date knowledge of state, federal, and accrediting body requirements for home care, home health, and hospice programs.
- Work directly with clients to gather required documentation, clarify questions, and ensure they feel supported throughout the process.

2. Compliance & Documentation Excellence:

- Review client documentation (e.g., policies, forms, organizational charts) for accuracy, compliance, and readiness for submission.
- Maintain detailed records of all application submissions, communications, and statuses using CRM and project management tools.
- Serve as the quality control checkpoint for all client-facing application documents, ensuring alignment with current regulations and formatting standards.

3. Client Communication & Support:

- Act as the primary point of contact for clients during the application phase, providing regular updates and guidance.
- Proactively anticipate and resolve potential client concerns related to application delays, missing documents, or regulatory complexities.
- Educate clients on timelines, expectations, and next steps to increase transparency and client satisfaction.

4. Internal Collaboration & Process Improvement:

- Work closely with the Success Manager, Success Solutions Strategist, and administrative staff to ensure application workflows are efficient and standardized.
- Identify and implement opportunities for automation, improved document templates, and streamlined communication processes.
- Provide feedback to leadership on recurring client challenges or regulatory changes that may impact application success.

5. Performance Reporting & Accountability:

- Maintain KPI dashboards to track application submissions, approval rates, turnaround time, and client satisfaction.
- Report weekly to the Success Manager and executive leadership on current caseloads, processing status, and application wins or issues.
- Participate in internal team meetings and contribute to strategic planning discussions focused on improving client outcomes.

6. Federal and State Application Specialist Relationship Management:

- Maintain communication with Application Specialists to ensure smooth application processes.

Desired Outcomes:

- 100% of client applications are submitted on time, with fewer than 5% requiring major revision or rework.
- Client approval rates for applications exceed 95%.
- High levels of client satisfaction, as measured through surveys and feedback post-submission.
- Internal processes for application handling are standardized, efficient, and scalable.
- Increased client retention and referrals due to smooth, professional application experiences.

Qualifications & Skills:

- Minimum 3 years of experience with licensing, payer enrollment, or accreditation applications in the home care or health services industry.
- Exceptional attention to detail, organizational skills, and time management.
- Strong knowledge of state (especially Texas), CMS, and accrediting body (CHAP, ACHC, Joint Commission) requirements.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft Office, Google Workspace, and CRM or project management tools (e.g., ClickUp, GoHighLevel, Trello).
- Ability to thrive under pressure and meet tight deadlines.
- A service-oriented mindset with a passion for supporting small business success and regulatory excellence.

Ideal Candidate:

The ideal Application Success Expert is a driven and detail-oriented professional with deep knowledge of healthcare compliance and a passion for getting results. You love checklists, deadlines, and clarity, and you thrive when you help clients navigate complex regulatory systems with ease. You're confident working independently, accountable for your outcomes, and committed to excellence in every submission. Your role is foundational to client satisfaction and agency success—and your precision and follow-through ensure Ace Compliance Consulting is trusted as the go-to partner for home care startups and compliance needs.