

QUALITY CARE PARTNERS JOB DESCRIPTION

JOB TITLE: Credentialing Specialist (Non-Exempt)

POSITION SUMMARY:

Under general supervision, coordinates and administers all aspects of the credentialing process for physicians, professional providers, and network practitioners. Initiates and coordinates the reappointment process for existing providers within assigned areas; ensures accuracy and completeness of all documentation; serves as initial point of contact to providers on day-to-day credentialing issues.

RESPONSIBILITIES:

- Reviews and screens initial provider credentialing applications for completeness, accuracy, and compliance with federal, state, local and QCP regulations, guidelines, policies, and standards.
- Performs external research and conducts verification of all applicant licensure, education and training, relevant past employment, and affiliations; assesses compliance with risk exposure criteria, and advises management on eligibility for temporary privileges consideration.
- Interprets federal, state, local, and government/insurance agency regulations and guidelines, as well as QCP policies and advises providers and management on compliance issues as appropriate.
- Provides support and follow up on matters arising from committee meetings.
- Interfaces with providers on day-to-day credentialing and privileging issues as they arise.
- Monitors files to ensure completeness and accuracy; reviews all file documentation for compliance with quality standards, accreditation requirements, and all other relevant policies; prepares and provides information to internal and external agencies as appropriate.
- Performs internet, agency, and/or internal research as appropriate to assess past high risk/liability activity with respect to medical staff; analyzes and prepares finding and submits to management.
- Maintains confidential files on all provider credentials and other pertinent information to ensure accurate up to date records.
- Ability to use independent judgment and to manage and impart confidential information.
- Knowledge of medical provider credentialing and accreditation principles, processes, procedures, and documentation.
- Ability to analyze, interpret, and draw inferences from research findings, and prepare reports.
- Database management skills.
- Working knowledge of clinical and/or hospital operations and procedures.
- Information research skills.
- Program planning and implementation skills.
- Knowledge of computer spreadsheets and other related applications.
- Knowledge of provider credentialing/accreditation regulations, policies, guidelines, and standards.
- Ability to communicate effectively, both orally and in writing.
- Ability to make administrative/procedural decisions and judgments.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

High school degree or equivalent. Bachelor of Science in Communications, Marketing or Healthcare Administration preferred. Experience in quality assurance, credentialing and/or medical records preferred.

DEMONSTRATE QCP VALUES:

The values of Quality Care Partners are demonstrated on a daily basis and reflected through job duties and responsibilities as evidenced by:

- **Caring:** Seek to listen, understand and respond to our customers' needs with care; Communicate with co-workers and customers with positivity and empathy; Be good stewards of QCP resources.

- **Excellence:** Strive to exceed, not just meet expectations; Always deliver services with accuracy and efficiency; Recognize and utilize your strengths and the strengths of others.
- **Improvement:** Bring new ideas to create positive change and solutions; Be open to the ideas and suggestions of others; Be an advocate to continuously improve QCP.
- **Accountability:** Take ownership for your daily decisions; Stay focused on your job and eliminate distractions while at work; Demonstrate QCP values in everything you do.

TRAITS AND APTITUDES:

- High level of awareness of pertinent details; excellent organizational skills.
- Excellent verbal and written communication skills.
- Must handle pressure effectively.
- Professional appearance and demeanor.
- Able to maintain confidentiality.
- Excellent computer literacy and skills with the ability to master programs needed for position.
- Must be able to work independently.
- Ability to maintain confidentiality.

PHYSICAL DEMANDS AND WORK CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have excellent written and verbal communication skills as well as the ability to observe, assess, guide and evaluate others.
- Must be able to hear, speak, and see and to coordinate motor skills.
- Must be able to climb, lift 25 pounds, stoop and bend and reach above head.
- Ability to collect data, interpret findings, set priorities and carry out established plan.
- Ability to read, write and utilize manual and computerized systems of documentation.
- Must read a significant amount of information in a relatively short period of time.

EEO STATEMENT:

Quality Care Partners is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics.

REPORTING RELATIONSHIPS:

Position Reports to: Director of Network Development