

QUALITY CARE PARTNERS JOB DESCRIPTION

JOB TITLE: Payer Credentialing Specialist (Non-Exempt)

POSITION SUMMARY:

Responsible for day to day Credentialing Services tasks to include payer enrollment, revalidations, and other miscellaneous tasks as required by payers; serves as initial point of contact for contracted providers, insurances and other related entities. Assist with policy and procedure interpretation.

RESPONSIBILITIES:

- Work with contracted providers to meet all their credentialing service expectations outlined in their contract.
- Complete the processes to enroll and credential providers (e.g. physicians, facilities, physician assistants, nurse practitioners, etc.) with insurances while meeting payer criteria.
- Complete the processes to re-credential existing providers.
- Gather and maintain current data and documents for all providers in an organized and complete way.
- Follow up with clients and insurances for timely credentialing process(es).
- To clearly and effectively communicate with providers, Operations Managers and insurance companies handling basic questions dealing with the day-to-day operation of credentialing and enrollments.
- Review, and update if necessary, health plan directories, agencies, and other appropriate entities for current and accurate provider information.
- Knowledge of computer spreadsheets and other related applications.
- Knowledge of provider credentialing/accreditation/insurance regulations, policies, guidelines, and standards.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

High school degree or equivalent required. Associates degree in business, healthcare related field preferred or equivalent experience. Experience in credentialing, privileging or other medical experience relevant to insurance carrier credentialing, re-credentialing and follow up 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.
- Strong analytic and problem-solving abilities.
- Excellent verbal and written communication skills.
- Effective and efficient oral 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 use PC software (Microsoft Office-Excel, Word, PowerPoint) 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.

REPORTING RELATIONSHIPS:

Position Reports to: Director of Network Development