

Detailed Job Description

Job title: Credentialing Manager
Reporting to: Director, Operations
Department: Credentialing
Hours: Full-time 40 hours per week
Performance Review period: Annual
Revision Date: 9-20-16

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Purpose of the position

The Credentialing Manager is responsible for overseeing all aspects of credentialing and re-credentialing of health care professionals. This position ensures all health care professionals are appropriately credentialed, which includes the responsibility of maintaining current information on file and within the credentialing database. The Manager is integral to United Physicians maintaining our NCQA Credentialing Certificate.

Responsibilities & duties

OVERSEE THE FOLLOWING JOB RESPONSIBILITIES:

- Completion of health care professionals credentialing and re-credentialing applications.
- Data entry of new applications in the credentialing database.
- Maintain working knowledge of the National Committee on Quality Assurance (NCQA) standards and State and Federal regulations related to credentialing.
- Perform and collect PSV (primary source verification) documentation for licensing, board certifications, proof of professional liability insurance, National Practitioner Data Bank (NPDB) and/or other sources as required based on NCQA standards, health plan requirements and company credentialing policies.
- Maintain the credentialing database and ensure up-to-date information is obtained at all times.
- Responsible for monitoring and managing credentialing/re-credentialing requirements and to ensure the collection of all required renewal certifications are on file within the required time frame.
- Provide consistent and timely follow-up on all outstanding credentialing/re-credentialing files.
- Prepare and scan credentialing/re-credentialing files and other credentialing documentation into scanning software.
- Prepare credential committee grids and any adverse action documentation.
- Attend monthly credentials committee meetings.
- Answer credentialing telephone line and provide support to physicians, physician office staff, health plan contacts and company departments as necessary.
- Process provider demographic changes ensuring appropriate documentation has been submitted with the changes, update credentialing database and notify health plans of changes.
- Process provider network terminations, specialty/category changes, leave of absence requests.
- Audit Michigan Disciplinary reports, OIG reports, and other reports as required and initiate the formal complaint procedure when applicable.
- Assist with annual delegated credentialing audits and National Committee on Quality Assurance (NCQA) audits.
- Participate in Michigan Association of Medical Staff Services (MAMSS) State and Chapter meetings.

- Cross train within department to support credentialing operations (providing back-up support for telephones, credentialing files, vacation/PTO).
- Participate in various educational/training as required.
- Perform other related duties as assigned by Director.
- Comply with HIPAA and Corporate Compliance program policies and other applicable corporate and departmental policies.
- Maintain privacy and confidentiality at all times.

Qualifications

- Bachelors or Associates Degree preferred. High school diploma required.
- Certified Professional Medical Services Management (CPMSM) or Certified Professional Credentialing Specialist (CPCS) certification required
- Minimum of three (3) years of supervisory or management level experience in credentialing.
- Minimum of six (6) years credentialing experience.
- CACTUS experience preferred.
- Experience with CAQH (Council for Affordable Quality Healthcare) database and application process.
- Working knowledge of credentialing accreditation regulations, policies and procedures, and NCQA standards also preferred.
- Health plan experience preferred.

Performance Skills

- Must be able to operate a general computer, fax, copier, scanner and telephone.
- Must demonstrate exceptional communication skills, listening effectively and asking questions when clarification is needed.
- Ability to plan, assign, supervise and evaluate the work of others, and to monitor goals, objectives, deadlines and priorities.
- Demonstrate accuracy, organizational and problem-solving skills. Look for ways to improve and promote quality and monitors own work to ensure quality is met.
- Maintain confidentiality.
- Ability to assume responsibility and exercise good judgement in making decisions within the scope of authority of the position.
- Must demonstrate and promote a positive team-oriented environment.
- Must be able to stay focused and concentrate under normal or heavy distractions.
- Must possess ability to manage change, delays, or unexpected events appropriately.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.