

## Detailed Job Description

**Job title:** Credentialing Specialist  
**Reporting to:** Manager, Credentialing  
**Department:** Credentialing  
**Hours:** Full-time 40 hours per week  
**Performance Review period:** Annual  
**Revision Date:** 10/3/18

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### Purpose of the position

Under minimal supervision, the Credentialing Specialist provides a variety of activities to support the daily operations of the Credentialing Department. While this position does not have any supervisory responsibilities, it requires a high level of confidentiality, attention to detail, and the ability to work independently.

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### Responsibilities & duties

DUTIES AND RESPONSIBILITIES TO PERFORM THIS JOB SUCCESSFULLY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Credentialing Specialist of the on-boarding process of new applicants:
  - Email, review and verify new applications
  - Primary Source Verify State of Michigan physician/non-physician licensure and board certification/eligibility
  - Additional primary source verification of DEA, Medicare/Medicaid opt out, OIG, SAM, NPI and others as needed
  - Prepare application for Credentialing Coordinators and place in queue
  - Set up new applicant information in Cactus
  - Track new applicants
  - Follow-up with applicants by phone and/or email
  - Withdraw applicants when needed
  - Answer questions/concerns as needed
- Prepare and send Quarterly Delegated Credentialing reports to the health plans.
- Scan re-credentialing files and any other credentialing documentation when needed.
- Filing credentialing/re-credentialing files.
- Box credentialing/re-credentialing files and/or documentation to be moved to off-site storage.
- Label boxes of credentialing/re-credentialing files and/or documentation to be moved to off-site storage.
- Assist with re-credentialing to print CAQH applications, verify State of Michigan physician/non-physician licensure for disciplinary actions, print primary source verification of DEA, Medicare/Medicaid opt out, OIG, SAM, NPI and any others as needed.
- Assist Credentialing Coordinators with completion of initial credentialing files as needed.
- Perform and collect 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.
- Answer credentialing telephone line and provide support to providers, office staff, health plan contacts and company departments as necessary.
- 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 management.
- Comply with HIPAA and Corporate Compliance program policies and other applicable corporate and departmental policies.
- Maintain privacy and confidentiality at all times.

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## Qualifications

- Associates Degree preferred. High school diploma required.
- Minimum of two (2) 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.

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## 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 follow instructions and respond to Managements' directions accurately.
- Demonstrates accuracy, organizational and problem-solving skills. Looks for ways to improve and promote quality and monitors own work to ensure quality is met.
- Maintain confidentiality.
- Work independently, prioritize work activities and use time efficiently.
- 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.

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## 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.