



Position: Credentialing Specialist

Reports to: Medical Staff Services Manager

SUMMARY

Under general supervision, the Credentialing Specialist is responsible for a variety of tasks relating to healthcare provider credentialing. The Credentialing Specialist contacts providers and healthcare facilities to complete the credentialing process and maintain the status logs of applications. The Credentialing Specialist will be responsible for maintaining up to date provider files for all current and new providers according to the established departmental standards.

EDUCATION AND EXPERIENCE

High school diploma or equivalent required

Two years of college experience preferred (emphasis on Business Administration or Healthcare Management) OR five years of credentialing experience minimum, including experience with applying for provider licensure.

CHARACTERISTIC JOB TASKS AND RESPONSIBILITIES

May include any and/or all of the following:

- Complete ALL provider and facility credentialing applications.
- Strong follow up with all submitted applications.
- Application and reapplication for provider's State and DEA licenses. Strong follow up.
- Maintain all renewal of licenses from our data base by sending out courtesy notifications of expiring licenses.
- Interact professionally with providers and ancillary staff to provide appropriate and timely responses.
- Verifications of providers' credentials using various websites and other forms of communication - state licenses, liability insurance, CDS and/or DEA certificates, education, hospital privileges, board certification, NPDB, OIG, etc.
- Maintain neat and accurate records utilizing Verity software.
- Maintain credentialing information by reviewing, entering, and following up on missing information.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Previous experience working with files or the collection and coordination of data (preferred)
- Experience with general computer software (Word, Excel)
- Utilize a high degree of independent decision-making regarding applicant credentials, skill level and experience

- Maintain a focus on accuracy
- Ability to display interpersonal/human relations skills
- Ability to respond to questions in a tactful and professional manner
- Ability to think strategically and prioritize the day-to-day tasks in an efficient manner
- Ability to maintain confidentiality
- Ability to adapt in a fast-paced environment with providers starting on short notice
- Ability to accept other's ideas and be a team player
- Display a sense of motivation and initiative in all assigned duties and tasks
- Willing to be flexible when processes are put in place

COMMUNICATION

- Interact effectively with the LifeLinc team, management, colleagues, physicians, and other health care professionals
- Attends other meetings as needed
- Work with coworkers to obtain required information on a timely basis and to solve outstanding issues, as appropriate
- Promote and contribute positively to the teamwork of the department by assisting coworkers, contributing ideas and problem-solving with colleagues
- Must be able to communicate effectively and work in collaboration with physicians, administrators, and department recruiters and staff
- Any other duties as assigned

LANGUAGE SKILLS

- Must be able to read and write English.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization.
- Able to work in a team-oriented environment.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

- To perform this job successfully, an individual should have general computer literacy skills and knowledge of Microsoft Office applications.

COMPLIANCE AND HIPAA

- Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality
- Complies with all information security practices
- Has knowledge of and adheres to all compliance regulations, policies and procedures
- Completes annual Compliance and HIPAA exam

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to sit; use hands to type and use a computer mouse; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.