



JOB DESCRIPTION

This job description is a record of the essential functions, expectations, working conditions, and physical and sensory requirements. It provides to the employee, supervisor, Human Resources, applicants, and others a clear understanding of the job, where it fits in the organization, the minimum qualifications and requirements. Jobs are always changing to some degree, and the existence of the approved job description is not intended to limit normal change and growth.

Job Title: Credentialing Coordinator **Department:** Human Resources

Reports to: Human Resources Manager **FLSA Status:** Non-Exempt

Date: 01/01/2012 **Revised Date** _____

JOB SUMMARY:

The Credentialing Coordinator is responsible for all aspects of the privileging and credentialing process for the health care provider. The Coordinator will process applications, verify information, research application details, and assure processes are in accordance with medical staff bylaws. The Coordinator will provide consistent, accurate, and timely credentialing support, enhancing the organization's ability to provide professional services. Work includes the accurate, timely and documented verification of the information provided by the applicant and maintenance of the highly confidential credentialing related files.

In addition, the Credentialing Coordinator will provide general human resources assistance within the Department, administrative support to the Human Resources Manager and provide backup support and assistance for the Administrative Assistant as needed.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities

- Reads, speaks, understands and writes proficiently in English.
- Works independently and is self-directed.
- Effective presentation skills.
- Relates and interacts with staff at all levels of the organization.
- Represents the organization in a professional and effective manner to the community.
- Works effectively in a team environment.
- Organizes, prioritizes, and coordinates multiple activities and tasks.
- Works with initiative, energy and effectiveness in a fast-paced environment.
- Produces work in high quantity and quality.
- Problem-solves with creativity and ingenuity.
- Proficiency in the use of Microsoft Office applications; Word, Excel, Outlook and PowerPoint.
- Communicates effectively both orally and in writing.

Preferred:

Education

- High school diploma (or equivalent).

Preferred:

- Bachelor's degree in a related field.

Experience

- Three (3) years of credentialing experience.

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- Knowledge of provider credentialing criteria and processes in accordance with NCQA and JCAHO standards, NPDB guidelines and general licensing regulations.

Preferred:

- Working in a not-for-profit organization.
- Familiarity with community health centers,
- Familiarity with both medical/dental practices.

Credentials

- Driver's license with the State of Washington.
- Motor vehicle insurance liability policy, a certificate of deposit, or a liability bond to the required limits.

Preferred:

- Certified Provider Credentialing Specialist (CPCS) or Certified Medical Staff Coordinator (CMCS) by the National Association of Medical Staff Services (NAMSS)

ESSENTIAL FUNCTIONS / PERFORMANCE EXPECTATIONS:

The essential functions and performance expectations described here are representative of those an employee encounters while performing the basic functions of this job. An employee may be required to perform other functions as assigned, which are not listed. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these essential functions and performance expectations.

I. Job Specific Functions/Performance Expectations

A. Job Specific Functions/Performance:

1. Responsible for primary source verification for medical school, residency, fellowship, NPDB, DSHS, FSMB.
2. Assists with the on boarding process of Medical and Dental Provider candidates.
3. Coordinates the credentialing and privileging processes for LIP's (Licensed Independent Practitioners)
4. Processes provider credentialing applications in accordance with accreditation standards, regulatory requirements, and policies and procedures.
5. Examines, researches, enters data, files, and gathers all information necessary to process information received from providers to support the credentialing process.
6. Maintains compliance with documentation standards for verification of employee credentialing requirements, including but not limited to licenses, certifications, registrations, permits, educational degrees, association memberships and any related electronic systems and software.
7. Serves as a member of the Credentialing Committee.
8. Responsible for the maintenance and accuracy of electronic employee credentialing files.
9. Verify, research, and respond to telephone inquiries and written inquiries, from providers and other departments, pertaining to provider participation and credentialing status in a professional and courteous manner.
10. Maintain all additions, terminations, and changes to all plans as appropriate.
11. Produces human resources related reports and information for the Department.
12. Provides general human resources assistance within the Department as applicable.
13. Provides administrative support to the Human Resources Manager.
14. Provides backup support and assistance for the Administrative Assistant as needed.

II. General Functions/Performance Expectations

A. Time Management:

Manages, plans and adjusts work time to effectively complete work responsibilities. Completes tasks and assignments by scheduled due dates; allocates time to various tasks and assignments in accordance with priorities; informs supervisor when schedule problems occur.

B. Attendance:

Adheres to standards of attendance, including rest and meal breaks, punctuality and time off. When absent or late, notifies supervisor in a timely manner before start of scheduled shift.

C. Customer Service:

Adheres to customer service standards by meeting the needs of internal and external customers through professional interactions.

D. Teamwork:

Interacts well with coworkers and supervisor in an appropriate and reliable manner and contributes to the team effort. Coordinates activities appropriately and effectively and seeks assistance, guidance and counsel from others as needed. Shows sensitivity to and concern for the interests and needs of others. Negotiates with others.

E. Communication:

Speaks clearly, concisely and using words easily understood; exchanges ideas with others and listens with the intent to understand. Writes for the appropriate audience with clear and appropriate skill.

F. Quantity of Work:

Generates work in quantities sufficient to meet the needs and expectations of the position and organization.

G. Quality of Work:

Completes work thoroughly, accurately, neatly and concisely.

H. Attitude:

Assumes responsibility for work without being told; Willing to accept assignments. Contributes to a positive organizational culture and morale. Works to reduce conflict and establish good working relationships with others.

I. Professionalism:

Maintains positive, constructive, collaborative, cooperative, professional, friendly and respectful working relationships with coworkers and supervisor. Keeps behaviors, communications and other outward expressions regarding CHC in a positive manner. Meets the expectations of dress and appearance standards.

J. Self Development:

Completes mandatory education and training courses in a timely manner. Seeks out additional educational opportunities to continuously improve skills, education and knowledge.

WORKING CONDITIONS AND ENVIRONMENT:

The working conditions and environment described here are representative of those an employee encounters while performing the basic functions of this job. An employee may be exposed to other working conditions and/or

environment which are not listed. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions and performance expectations of this job.

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| 1. Employee generally works within the interior of a healthcare clinic/office environment. Employee may travel locally between multiple worksites and be responsible for own transportation. Out of area travel may be required on occasion. Hours of operations and specific staff scheduling may vary between worksite based on operational need. |
| 2. The general environment is clean with a comfortable temperature and moderate noise level. Employee may be required to use computers and other office equipment and participate in communication through typing, reading, writing, telephones etc. |
| 3. Employee is subject to contact with patients under all conditions and circumstances, e.g., illness, emotional duress and hostility. Other work activities involve contact with staff members, the general public and government representatives under all conditions and circumstances. |

PHYSICAL AND SENSORY REQUIREMENTS:				
Physical and Sensory Requirements	Level of Physical Effort Normally Required for This Job			
	Never	<20% of time Occasionally	20 – 80% Frequently	>80% of time Constantly
1. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.				X
2. Specific auditory abilities required by the job include the ability to hear and speak effectively and to function adequately to ensure the requirements of job are met.				X
3. Sedentary (continuous sitting).			X	
4. Light Work (reaching, walking, standing, kneeling, crouching, bending, squatting, stooping, balancing, and pushing, pulling, lifting, and carrying < 15 pounds). May include the occasional use of small hand tools, simple grasping and climbing (step-ladder).			X	
5. Moderate Work (reaching, walking, standing, kneeling, crouching, bending, squatting, stooping, balancing, and pushing, pulling, lifting, and carrying 15-30 pounds). May include the prolonged use of small hand tools, firm grasping and climbing (ladders).			X	
6. Moderately Heavy Work (reaching, walking, standing, kneeling, crouching, bending, squatting, stooping, balancing, and pushing, pulling, lifting, loading and carrying 31-50 pounds. May include the occasional ability to		X		

move >50 pounds and climbing (ladders).				
7. Heavy/Hard Work with above average strength and stamina (reaching, walking, standing, kneeling, crouching, bending, squatting, stooping, balancing, and pushing, pulling, lifting, loading and carrying >50 pounds. May include constant exertion in repetitive motion of heavy materials and climbing (ladders).	X			

OSHA CATEGORY:

Employee may be exposed to infectious waste, blood, body fluids, communicable/infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals. CHC will provide to the employee instructions on how to prevent and control such exposures. The employee may be exposed to the Hepatitis B Virus and that the company will make available, free of charge, the hepatitis B vaccination.

ACKNOWLEDGEMENT:

I have read this job description and fully understand the requirements and expectations set forth therein. I hereby accept the Job of Credentialing Coordinator and agree to perform the identified essential functions and expectations in a safe manner and in accordance with CHC's established procedures.

Name of Employee (Print)

Signature of Employee

Date