



Job Description

TITLE: Credentialing Coordinator
DEPARTMENT: Physician Services
LOCATION: Tacoma Main Office
REPORTS TO: Director Administrative Services
SUPERVISES: - - -
CLASSIFICATION: Non-Exempt

I. POSITION SUMMARY: Under general supervision, conduct daily operations and provide quality control of all aspects associated with the credentialing of physicians and mid-level practitioners.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Maintain strict confidentiality with regard to protected peer review information as outlined in the Healthcare Quality Improvement act of 1986 and Credentialing Department Policies and Procedures.
2. Request, facilitate and assure high quality timely and accurate credentialing and re-credentialing of providers for medical staff privileges.
3. Prepare credentialing files and documentation.
4. Maintain and operate physician credentialing computer software database files
5. Coordinate with Hospital Medical Staff Services offices regarding status of applications in process and facilitate their expeditious processing.
6. Assist providers with obtaining and renewing required licenses and certifications.
7. Monitor license and certification expirations and send out expiration correspondence.
8. Maintain credentialing records and computer files.
9. Serve as point of contact for day-to-day credentialing issues.
10. Query National Practitioner Data Bank (NPDB)
11. Perform other duties as assigned.

III. SPECIAL KNOWLEDGE, SKILLS, ABILITIES, TRAINING, OR SPECIAL LICENSES/CERTIFICATIONS NEEDED TO PERFORM YOUR JOB

- Excellent organizational abilities
- Excellent written and oral communication skills
- Attention to detail and accuracy



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- Client service oriented (both internal and external)
- Creative and persistent problem solver
- Ability to interact and communicate with individuals at all levels of organization
- Strong interpersonal skills to handle sensitive situations and confidential information. Position continually requires demonstrated poise, tact, diplomacy, and good judgment.
- Ability to multi-task and prioritize workload in a fast-paced environment
- Proficiency with Microsoft Office Suite
- Experience using MSOW
- Must be self-motivated with the ability to complete projects independently within established timeframes

V. EDUCATION / EXPERIENCE:

Education

Minimum: High School education or equivalent

Preferred: College degree from an accredited institution or a combination of experience and NAMSS
CPCS Certification

Experience

Minimum: Prior experience in the health services industry

Preferred: 1-2 years provider credentialing in a hospital Medical Staff Services Office, IPA/Medical Group
or physician group practice

VII. LIST SPECIAL JOB OR ENVIRONMENTAL CONDITIONS:

- Indoor office environment
- No travel required

VIII. OTHER PHYSICAL AND/OR SPECIAL REQUIREMENTS ABOUT YOUR JOB:

- Sitting at desk for up to eight hours (w/breaks)
- Working on computer for up to eight hours (w/breaks)
- Moving/lifting file boxes (up to 25 lbs.)

This job description reflects the present requirements of the position. As duties and responsibilities change and develop, the job description will be reviewed and subject to amendment.