

**CLAIBORNE MEMORIAL MEDICAL CENTER
COMPLIANCE & RISK MANAGEMENT
JOB DESCRIPTION**

MEDICAL STAFF CREDENTIALING & PAYOR CONTRACTING

STATEMENT OF PURPOSE:

To provide support for the mission and vision of the hospital through your actions, attitudes, and personal conduct as a team member of your department, an employee of the hospital, and a contributor to the health and wellbeing of the patients we service; to provide the duties outlined in this job description to the best of your abilities; and to strive for excellent service to your customers.

JOB SUMMARY:

The Medical Staff Credentialing & Payor Contracting Professional will ensure the planning, organizing and timely completion of all medical staff credentialing and provider contracting. This includes new on-boarding and regular re-credentialing of medical staff. In addition, this staff professional will coordinate with the Chief Compliance Officer regarding new provider contracting and contract renewals/amendments across public and private payers.

GENERAL DUTIES:

1. Support your manager and administration in the implementation of the hospital's mission, vision, and overall goals.
2. Actively participate as a member of your department by providing excellent customer service, identifying areas for improvement and implementing operational changes.
3. Assist your department in providing efficient and effective patient care by actively participating in the orientation process, your department meetings, available educational events, personal performance evaluations and focused counseling opportunities.
4. Promote high standards of performance by exhibiting compassion and professionalism at all times and by being responsible for your actions, attitude, and body language.
5. Communicate in a timely and effective manner using multiple communication mediums. This includes notes, e-mails, phone calls, one-on-one interaction, and participation in meetings.
6. Support performance improvement monitoring by collecting data, reporting incidents, identifying patient care problems and providing performance information to your manager.
7. Assist your manager in meeting departmental budget goals, identifying capital equipment needs, and developing new strategic goals for the department.
8. Follow all departmental and hospital policies. Request clarification and guidance if needed.
9. Keep track of equipment and supplies to make sure your department retains the tools needed to provide patient care and to assure departmental resources are used wisely.
10. Manage your time to assure you clock in and out as scheduled, complete your assignments within the scheduled timeframe, and minimize changes in the departmental work schedule.

SPECIFIC DUTIES:

MEDICAL STAFF CREDENTIALING:

1. Coordinate Medical Staff Credentialing.
2. Maintains current Medical Staff Credentialing folder on all physicians and advanced practice registered nurses (APRN).
3. Maintains current Medical Staff Roster.
4. Maintains Medical Staff performance profile.
5. Maintains Medical Staff Library.

6. Stays current on Medical Staff Credentialing requirements at all times.

PAYER CONTRACTING:

1. Coordinate chief compliance officer regarding contracting across all payors, both private and public.
2. Maintains current files on payors, including rates, effective dates, key contacts and agreement nuances.
3. Maintains master listing of payor contracts, amendments and renewals.
4. Assist chief compliance officer with negotiations, new service additions, amendments.
5. Recommend outlier contracts in need of addressing to the chief compliance officer (ongoing).

QUALIFICATIONS:

High school education with emphasis in office procedures. Proficiency in Microsoft Word, Microsoft Excel, Internet, copier, phone, fax machine and computers in general. Medical staff credentialing and payor/insurance contracting preferred, but not required.

PHYSICAL DEMANDS:

1. Walking and/or standing approximately 20% of the day.
2. Sitting approximately 80% of the day.
3. Must be able to lift up to 20 lbs less than 10% of the day.
4. Must be able to bend, stoop, kneel, and reach over the head less than 10% of the day.
5. Employee must be able to lift and carry facility records.
6. Must be able to ambulate throughout the hospital.
7. Must be able to sit for long periods of time.

DISCLAIMER:

This is not an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks to be performed when circumstances change.

RESPONSIBILITY:

The Medical Staff Credentialing & Payor Contracting Professional is directly responsible to the chief compliance officer.

ACCEPTANCE:

(Job Title)

DATE

EMPLOYEE

DATE

DIRECTOR

DATE

Revised 05/22