

Job Title:	<u>Credentialing & Medical Staff Applications Analyst</u>	Job Code:	<u>43080001</u>
Reports To (Title):	<u>Manager, Medical Staff Office</u>	Date Created:	<u>August 2018</u>
Approved by:	<u>Director, Provider Services</u>	Date Revised:	<u> </u>
		Update by:	<u> </u>

Position Purpose

The Credentialing & Medical Staff Applications Analyst serves as a subject matter expert in credentialing, privileging and enrollment data and its functionality and integrity within applications. Working under limited supervision, functions as systems administrator and business analyst for specific applications sponsored by North Memorial Health's Credentialing & Medical Staff Offices. Write database reports, defines and sets up system workflows and security settings; facilitates the integration of applications with other hospital systems; provides project management (including interdepartmental) to ensure that accurate provider data is available throughout the system and that credentialing workflows are efficient and well-integrated for customer-focused results.

Accountabilities:

- Liaise between Credentialing Department, Medical Staff Office, IT department and credentialing database vendor (Morrisey)
- Creates and assigns user security roles to all system users.
- Coordinates implementation of system upgrades/interfaces in partnership with the vendor and IT, supports end-user testing and validation.
- Performs on-call end-user support for new functionalities and day-to-day difficulties; troubleshoots system issues and escalates to IT or vendor as needed.
- Works to improve business processes and department workflows; identifies opportunities to enhance current practices.
- Works with key stakeholders to identify questions/needs and provide solutions via reporting.
- Trains all staff on MSOW database components and provides continuous support to staff on features and functions of MSOW.
- Creates and enforces controls to ensure data integrity; compiles and maintains data dictionary and data entry rules documentation.
- Reports on data integrity and accuracy.
- Partners with other application analysts.
- Maintains statistics on the users to track accuracy, rework and timeliness.
- Oversees the use of the database to ensure consistent and appropriate use.
- Maintains tables, data fields and all aspects of the database for optimal data and feed.
- Creates and manages needed reports using Crystal reports, BOE and other available reporting tools for customers within and outside of North Memorial Health.
- Develops and delivers management reports that reflect the operating performance and compliance and quality with service standards, applicable state and accrediting agency requirements.
- Evaluates proposed changes to existing application(s) to identify potential adverse impact upon operations.
- Develops end-user documentation, training and communications regarding system projects and functionalities, develops and conducts classroom training sessions where appropriate.
- Performs backup assistance for other department functions as needed.
- Maintains knowledge of initial, reappointments and payer enrollment processes, providing backup as needed.
- Accepts other duties as assigned to promote the accomplishment of organizational goals.
- The team member is accountable to demonstrate proficiency for the skills outlined in the appropriate position skills list.

- The team member is accountable to maintain skill proficiency, including improvement where deemed necessary, and upgrading any additional or new skills on the appropriate position skills list.

Compliance

- Recognizes and complies with legal regulatory, accrediting and procedural requirements related to area of responsibility.
- Understands and follows principles and standards as outlined in North Memorial's Corporate Code of Conduct.
- Protects customer and team member privacy and only accesses customer and/or team member related information as needed to perform job duties.
- Reports violations or areas of concern to supervisor or Corporate Compliance Officer via established methods of communication.

Basic Qualifications:

Education

- Bachelor's degree in Computer Science, Information Systems, Healthcare Informatics, or related field OR 4 years related experience in lieu of the Bachelor's degree required.

Experience

- 3 years' experience credentialing/privileging.
- Experience with Morrisey Credentialing and Privileging Products.
- Ability to work independently in performing the work of the role while also being a strong team member.

Knowledge, Skills and Abilities

- Knowledge of provider credentialing, privileging and provider enrollment and/or provider on-boarding processes.
- Training in Lean or other process improvement methodologies.

Licensure/Certification(s)/Registration

- None** (Check here if no preferences or requirements exist. Otherwise, enter descriptions and requirement types below).
- CPCS or CPMSM Certification from NAMSS NMHC Preferred

Physical Demands

- Walking/Standing Select One
- Sitting Select One
- Standing in one place..... Select One
- Reaching
 - Above Shoulder Select One
 - Away from Body..... Select One
- Climbing Select One
 - Height (ladders stairs)
- Pulling/Pushing Select One
- Crawling, Kneeling, Squatting Select One
- Bending/Stooping..... Select One
- Balancing..... Select One
- Twisting/Turning Select One

Repetitive Movement (hands/wrists) Select One

Check box below if job requires repetitive hand action.

	<u>Right</u>	<u>/ Left</u> (Hand)
Simple Grasping	<input type="checkbox"/>	<input type="checkbox"/>
Firm Grasping	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulating	<input type="checkbox"/>	<input type="checkbox"/>
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>

Repetitive Foot Movement Select One

	<u>WEIGHT</u>	<u>DISTANCE</u>	<u>FREQUENCY</u>
Lifting/Carrying			
Above Shoulder	Select One	Select One	Select One
Waist to Shoulder	Select One	Select One	Select One
Knee to Waist	Select One	Select One	Select One
Floor to Knee	Select One	Select One	Select One
Carrying	Select One	Select One	Select One

Physical Senses (mark if required)

- Vision
- Color Vision
- Hearing
- Talking
- Smelling
- Feeling

Physical Exposure/Environment (mark where applicable)

Hazardous Substances

- Gases
- Chemical
- Fumes
- Dust
- Infectious Diseases

Harmful Physical Agents

- Heat/cold/frequent temp. changes
- Wet/dry
- Noise
- Humidity
- Ionizing/Non-ionizing radiation
- Vibrations
- Unprotected heights
- Electrical Hazards
- Mechanical Hazards (i.e., equipment, machinery, moving parts, etc.)

Lighting: Bright, Dim

Time Spent Inside (Specify Hours)

Time Spent Outside (Specify Hours)

Time Spent in Vehicle (Specify Hours)

Cognitive/Mental Demands

Time Awareness Select One

Initiation of Work Select One

Receptiveness to Change Select One

Required Sequences in Work Select One
Attentiveness Duration Select One
Attentive Intensity Select One
Co-Worker Support Select One
Mathematical Aptitude..... Select One
Reading Select One
Writing Select One
Memory Select One
Reasoning Select One
Problem Solving Select One
Tact Select One
Social Interactions Select One
Appearance Demands Select One
Conflict Management Select One
Detail Oriented Select One
Flexible Select One