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Job Posting

Credentialing Quality Assurance and Training Coordinator

- Job ID: 51678
- Department: Credential Svc Bureau
- City: Bloomington, MN
- Location: HP - Bloomington Ceridian Bldg

- Position Type: Full-Time
- Anticipated Work Schedule: Monday-Friday: 8:00am-4:30pm
- Hrs/Pay Period: 80

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Job Description:

We have an exciting opportunity for a Credentialing Coordinator, Quality Assurance and Training. The Credentialing Quality Assurance (QA) Coordinator is responsible for ensuring all completed credentialing files are compliant with HealthPartners standards as well as all federal, state and accreditation requirements. The QA Coordinator is also responsible for ensuring the integrity of the credentialing data in the Visual-Cactus database.

Join our growing organization on our exciting mission to improve health and wellbeing! At HealthPartners, you will find a culture of excellence, compassion, integrity and most importantly, partnership. By working together in the spirit of partnership, we will improve health and wellbeing, create exceptional experiences for those we serve and make care and coverage more affordable. Picture yourself at HealthPartners and imagine the future successes we could achieve together!

ACCOUNTABILITIES:

1. Knowledgeable of regulatory, accreditation and other external customer requirements regarding credentialing including, but not limited to, NCQA, JC, and CMS.

2. Responsible to assist the Director and Manager to ensure credentialing processes are in compliance with NCQA, JC, MN Department of Health and CMS.
3. Responsible for orientation, training and development of credentialing staff that is responsible for credentialing and privileging activities
4. Reviews and audits all completed practitioner files ensuring that all necessary elements are present and correct in the file according to corporate, accreditation, regulatory and department standards. Determines if all file and data criteria is met. Records on tracking mechanisms.
5. Identifies areas for training needs.
6. Reviews and audits data entry of practitioner data in the credentialing database and records results on tracking reports to ensure accuracy, completeness and adherence to established quality standards.
7. Reviews records and identifies barriers that encumber desired credentialing results. Develops and implements plans to remove the barriers to achieve highest level of performance.
8. Provides mentoring to CSB staff in performing departmental tasks and plans the appropriate course of action for situations not covered by policies and procedures under the direction of the Director. Under the direction of the Manager, assists in day-to-day mentoring and coaching.
9. Supports the credentialing process which may include tracking, reporting and creating of new procedures and/or policy creation.
10. Participates in activities to develop and improve materials, policies, and procedures to support day-to-day operations.
11. Participates in activities that support development of database program to assist in the credentialing process.
12. Works closely with Manager and Director to develop and deliver scheduled in-services and training documentation.
13. Conducts audits and works with Credentialing Manager and Director on a variety of credentialing issues to facilitate quality assurance efforts
14. Leads improvement processes by identifying trends, recurring issues and communication problems.
15. Suggests new processes and/or change to existing process and/or policy and procedure.
16. Develops and maintains department training and reference materials.
17. Serves as the primary resource to staff for credentialing related questions.
18. Performs other projects and/or duties as assigned by Director.

REQUIREMENTS:

- Bachelors' degree and two years managed care or healthcare setting credentialing experience, or high school diploma/GED and five years managed care or healthcare setting credentialing experience.

- Knowledge of and experience dealing with implementing NCQA or JCAHO credentialing standards.
- At least one year of experience in managed care organization credentialing or hospital credentialing/privileging.
- Demonstrated ability to work independently.
- Ability to lead multiple projects.
- Strong analytical skills to assess compliance, record, analyze and interpret data into meaningful reports.
- Ability to work with multiple departments and organizations to deliver results.
- Strong communication skills, both verbal and written.
- Demonstrated commitment to excellent customer service to ensure good working relationships with internal and external parties involved in credentialing activities.
- Proficient in Microsoft Word and Microsoft Excel.

PREFERRED QUALIFICATIONS:

- Working knowledge of CACTUS software

HealthPartners is recognized nationally for providing outstanding care and experience for patients and members. We offer an excellent salary and benefits package. For more information and to apply go to www.healthpartners.com/careers and search for job ID #51678.

Additional Information:

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.