

<b>Job Title:</b>	<u>Provider Enrollment Specialist</u>	<b>Job Code:</b>	<u>43220001</u>
		<b>Date Created:</b>	<u>December 2018</u>
<b>Reports To (Title):</b>	<u>Supervisor, Credentialing</u>	<b>Date Revised:</b>	<u></u>
<b>Approved by:</b>	<u>Manager, Medical Staff Office</u>	<b>Update by:</b>	<u></u>

**Position Purpose**

The Provider Enrollment Specialist works directly with employed and contracted physicians and advanced practice providers to facilitate the process of enrollment with contracted health plans. The Specialist manages the enrollment process from start to finish ensuring timely and accurate enrollment, and also the re-credentialing process. This includes collection of application, collection of supporting documentation, submitting applications into Applysmart, Pecos, and Medicaid, following up with the payors to ensure applications are being processed and obtaining effective dates once payor process is complete.

**Unit/Department Specific (if applicable)**

**Accountabilities:**

- Delivers high quality customer service to the provider and health plan through the enrollment process.
- Enters and maintains all provider information into credentialing database to reflect approvals, denials and scan documents.
- Properly maintains each provider file.
- Keeps up to date provider enrollment process and records, and tracks provider participation levels.
- Works closely with other team members to ensure that the process is handled as quickly and professionally as possible without duplication and repetitive requests to the provider for additional information.
- Processes claim denials and claim holds in assigned billing work ques, timely identifying and escalating themes
- Facilitates MN Board of Medical Practice PA agreements for employed PAs.
- Facilitates provider name changes with the health plans.
- Processes provider terms with the health plans and includes updating credentialing database.
- Completes additional enrollment for existing billable providers as needed.
- In collaboration with department leadership, responsible for identifying and maintaining effective communication methods and contact personnel with each of North Memorials contracted health plans
- Enters enrollment data in department quality scorecard.
- Provides notifications to delegated health plans as required.
- Meets required turnaround times and accuracy rates.
- Works independently and as a team to solve problems.
- 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**

- High school graduate or equivalent.

**Experience**

- 1-2 years experience in managed care credentialing, medical staff office or central verification organization preferred.

**Knowledge, Skills and Abilities**

- Able to maintain confidentiality.
- Possess good organization skills, ability to prioritize and manage multiple tasks.
- Excellent verbal and written communication skills.
- Excellent computer skills.
- Detail orientated.
- Ability to work independently with little or no direct supervision.
- Adaptable to a changing environment.

**Licensure/Certification(s)/Registration**

**None** (Check here if no preferences or requirements exist. Otherwise, enter descriptions and requirement types below).

**Physical Demands**

- Walking/Standing ..... Seldom, 1-5% or less than 1 hr of 8 hr shift
- Sitting ..... Frequently, 34-66% or 1 1/2 - 6 hrs of 8 hr shift
- Standing in one place..... Seldom, 1-5% or less than 1 hr of 8 hr shift
- Reaching
- Above Shoulder ..... Seldom, 1-5% or less than 1 hr of 8 hr shift
- Away from Body..... Seldom, 1-5% or less than 1 hr of 8 hr shift
- Climbing ..... Seldom, 1-5% or less than 1 hr of 8 hr shift
- Height       ( ladders  stairs)
- Pulling/Pushing ..... Never
- Crawling,  Kneeling,  Squatting .... Never
- Bending/Stooping ..... Seldom, 1-5% or less than 1 hr of 8 hr shift
- Balancing..... Occasional, 6-33% or 1 - 2 1/2 hrs of 8 hr shift
- Twisting/Turning ..... Seldom, 1-5% or less than 1 hr of 8 hr shift
- Repetitive Movement (hands/wrists) ..... Occasional, 6-33% or 1 - 2 1/2 hrs of 8 hr shift

Check box below if job requires repetitive hand action.

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

Repetitive Foot Movement ..... Never

	<u>WEIGHT</u>	<u>DISTANCE</u>	<u>FREQUENCY</u>
Lifting/Carrying Above Shoulder	<10#	<5'	Seldom, 1-5% or less than 1 hr of 8 hr shift
Waist to Shoulder	<10#	<5'	Seldom, 1-5% or less than 1 hr of 8 hr shift
Knee to Waist	<10#	<5'	Seldom, 1-5% or less than 1 hr of 8 hr shift
Floor to Knee	<10#	<5'	Seldom, 1-5% or less than 1 hr of 8 hr shift
Carrying	<10#	<5'	Occasional, 6-33% or 1 - 2 1/2 hrs of 8 hr shift

**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) 8 hours

Time Spent Outside (Specify Hours)

Time Spent in Vehicle (Specify Hours)

**Cognitive/Mental Demands**

- Time Awareness ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift
- Initiation of Work ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift
- Receptiveness to Change ..... Frequently, 34-66% or 2 1/2 - 6 hrs of 8 hr shift
- Required Sequences in Work .... Frequently, 34-66% or 2 1/2 - 6 hrs of 8 hr shift
- Attentiveness Duration ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift
- Attentive Intensity ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift
- Co-Worker Support ..... Frequently, 34-66% or 2 1/2 - 6 hrs of 8 hr shift
- Mathematical Aptitude..... Occasional, 6-33% or 1 - 2 1/2 hrs of 8 hr shift
- Reading ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift
- Writing ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift
- Memory ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift
- Reasoning ..... Continuous, 67-100% of 6 - 8 hrs of 8 hr shift
- Problem Solving ..... Frequently, 34-66% or 2 1/2 - 6 hrs of 8 hr shift
- Tact ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift

Social Interactions..... Frequently, 34-66% or 2 1/2 - 6 hrs of 8 hr shift  
Appearance Demands ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift  
Conflict Management ..... Occasional, 6-33% or 1 - 2 1/2 hrs of 8 hr shift  
Detail Oriented ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift  
Flexible ..... Continuous, 67-100% or 6 - 8 hrs of 8 hr shift