Fairview Health Services
Job Description

Job Title:	Credentialing Manager	Job Code:	F05752
User Level/ Process Level / Dept:	System Credentialing	System Description:	**No**
Job Class:	LFV-Non-Contract Management (N10)	Created Date:	July 2013
HR Approval:	Kim Engelhart, HR Strategist	Last Review Date:	May 2019

Job Summary:

The Credentialing Manager is responsible the managing the business operations of the System Credentialing Office. This position must maintain an awareness of credentialing issues, trends and resources to assure efficient processing of applications that meets all regulatory standards and legal compliance.

Job Expectations:

Manages workload and supervises direct reports
> Conducts annual performance reviews with direct reports
> Provides direct reports ongoing feedback and coaching throughout the year
> Conducts crucial conversations
> Initiates formal Corrective Action process, as appropriate

Staff Development
> Participates in the interviewing/hiring process
> Coordinates and directs new employee orientation
> Facilitates goal development and ongoing review of achieving goals

Proactively works with Fairview departments and other customers to identify credentialing needs for Fairview business.

Works with department's director, leadership team and data analyst to ensure operational functions are optimally maximized.

Maintains awareness of credentialing trends and resources to streamline processes.

Builds a culture that engages employees
> Conducts employee rounding
> Recognizes employees for their contributions

Assists with other projects and duties as assigned by department director.

Organization Expectations, as applicable:

- Demonstrates ability to provide care or service adjusting approaches to reflect developmental level and cultural differences of population served
    - Partners with patient care giver in care/decision making.
    - Communicates in a respective manner.
    - Ensures a safe, secure environment.
    - Individualizes plan of care to meet patient needs.
    - Modifies clinical interventions based on population served.
    - Provides patient education based on as assessment of learning needs of patient/care giver.
- Fulfills all organizational requirements
    - Completes all required learning relevant to the role
    - Complies with and maintains knowledge of all relevant laws, regulation, policies, procedures and standards.
- Fosters a culture of improvement, efficiency and innovative thinking.
- Performs other duties as assigned

Minimum Qualifications to Fulfill Job Responsibilities:

Required

Education
- Two year business or technical college degree in an Office or Healthcare related field, **or**
- Credentialing experience of 6 years in a hospital credentialing leadership position

Experience
- 2 years' experience in a hospital or health plan credentialing department in a leadership role

License/Certification/Registration
- Certified Provider Credentialing Specialist (CPCS) certification or Certified Professional Medical Services Management (CPMSM) through the National Association of Medical Staff Services

Preferred

Education
- Bachelor's Degree in Business or Healthcare related field

Experience
- 5 years' experience in a hospital credentialing department
- 1 year supervisory experience

License/Certification/Registration
- NA

Additional Requirements (must be obtained or completed within a period of time)**:**

- Understanding of relationship and differences between hospital and managed care credentialing
- Ability to interpret and implement accreditation standards
- Working knowledge of legal issues related to credentialing and peer review
- Understanding of computer technologies related to credentialing
- Experience working with senior management and physicians
- Varied PC, Excel, and word processing ability

Level to which this Job reports: DIR

Does this job have direct reports: Yes

Does this job have indirect reports: Yes

PHYSICAL AND MENTAL DEMANDS ANALYSIS PROVIDED SEPARATELY. CONTACT THE INJURY PREVENTION DEPARTMENT TO OBTAIN.

EMAIL *DEPT-INJURY-PREVENTION-PMDA* FOR PMDA REQUESTS.