



Job Description

Credentialing Specialist (191754)

Hennepin Healthcare is an integrated system of care that includes HCMC, a nationally recognized Level I Adult and Pediatric Trauma Center and acute care hospital. The comprehensive healthcare system includes a 484 bed academic medical center, a large outpatient Clinic & Specialty Center, and a network of primary and specialty care clinics in Minneapolis and in suburban communities. Hennepin Healthcare has a large psychiatric program, home care and hospice, and operates a research institute, innovation center and philanthropic foundation.

Current vacancy is full time with benefits, 80 hours per pay period, Monday - Friday, day shift.

SUMMARY:

Working under limited supervision to provide credentialing and privileging, clerical and technical support to Medical Staff and Providers Services (MSPS) at a high level using complete confidentiality and personal initiative

RESPONSIBILITIES:

- Submits requests for all Medical Staff and Advanced Practice Provider applications using the Morrisey Database
 - Assesses applications for completeness
 - Produce verification letters and evaluates
 - Determines if further investigation or information is necessary and makes appropriate inquiries
 - Works closely with practitioners and clinical department personnel to ensure that all applications are completed correctly and processed in a timely manner
- Conducts primary source verifications
- Responsible for monitoring expirables. Must ensure that all licensure, all applicable certifications, DEA certificates and malpractice certificates are current by utilizing the existing tracking process. This involves notifying the practitioner, the appropriate departments and the Medical Director in a timely manner of upcoming expirations. Notify supervisor of imminent suspensions
- Responsible for managing all outside requests for practitioner hospital verifications. Maintain the database associated with this activity, and ensure that all requests are processed in a timely manner
- Perform specific functions pertaining to the Medical Staff credentialing process as assigned by the OMS Director of Operations
- Assists in creating specialized reports and answers phones

- Maintains filing (paper and electronic) on a consistent time schedule to ensure compliance with department process and regulatory standards
- Maintains necessary knowledge regarding HCMC policies, credentialing principles, regulatory/legal standards
- Must have the ability to independently assist practitioners with credentialing and privileging process and questions
- Manage protected information in a secure and confidential manner
- Establish and maintain rapport with internal and external customers; maintain composure and focus in stressful situations; communicate effectively in all situations; manage and prioritize heavy workload with or without direction of Senior Credentialing Specialist/Director of Operations; and set and maintain work priorities,
- Draft correspondence for internal and external customers
- Coordinates materials for monthly Credentials Committee Meetings and other meetings related to credentialing and privileging processes
- Maintains skill in using computer software, keyboarding and/or typing, navigating OMD databases and operating and maintaining office equipment (fax machine, copy machine, printer)
- Performs other duties as assigned by the OMS Director of Operations

QUALIFICATIONS:

Minimum Qualifications:

- Three years of clerical experience in a medical environment

-OR-

- 3-year combination of education & experience in a medical setting

-OR-

- CMSC and/or CPCS Certification.

-OR-

- An approved equivalent combination of education and experience.

Please Note: Offers of employment from Hennepin Healthcare are conditional and contingent upon successful clearance of all background checks and pre-employment requirements.

Department: Medical Admin

Primary Location: MN-Minneapolis-Downtown Campus

Standard Hours/FTE Status: FTE = 1.00 (80 hours per pay period)

Shift Detail: Day

Job Level: Staff

Employee Status: Regular

Eligible for Benefits: Yes

Union/Non Union: Non-Union

