

<b>Job Title:</b>	<u>Credentialing Specialist</u>	<b>Job Code:</b>	<u>61000001</u>
		<b>Date Created:</b>	<u>October 2001</u>
<b>Reports To (Title):</b>	<u>Manager, Medical Staff Office</u>	<b>Date Revised:</b>	<u>May 2016</u>
<b>Approved by:</b>	<u>Director, Provider Services</u>	<b>Update by:</b>	<u></u>

**Position Purpose**

Processes medical staff/allied health professional applications, which may involve primary source verification of all elements of the application.

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

Clinic Services – Processes applications for the purposes of payer credentialing.

**Accountabilities:**

- Maintains compliance with regulatory and accrediting bodies.
- Participates in the development and implementation of credentialing processes and procedures.
- Reviews applications and other data for accuracy and completeness. Contacts clients or applicant, or coordinates with provider relations specialist, to resolve questions and/or to obtain missing information or documentation to fulfill established criteria
- Collects and analyzes verification information.
- Reports on the status of processing information to appropriate persons.
- Initiates processing and follow-up steps to complete credentials verification in a timely manner.
- Coordinates the completion of an application/portfolio, and reviews the application for completeness and accuracy. Contacts appropriate medical staff or allied health leader that applicant information is ready for review/ recommendation.
- Distributes information to hospital departments regarding new applicants.
- Notifies applicants of appointment/reappointment to the medical staff or allied health professional staff as needed
- Inputs/updates data on provider in Cactus database.
- **Clinic Services:** Specialists in Clinic Services also edit credentialing database for missing elements, create special request reports and/or labels when standard queries and /or reports don't provide adequate data, coordinate changes/additions to credentialing database and edit and manage data related to reference tables.
- 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 (i.e. GED) required.

**Experience**

- Two years' experience in a medical staff office, managed care credentialing or central verification credentialing organization preferred.
- Clinic Services: Two years' experience in payer credentialing preferred.
- Lead: Three years experience in a medical staff office, managed care credentialing or central verification organization preferred.

**Knowledge, Skills and Abilities**

- Able to maintain confidentiality.
- Possesses good organizational skills; ability to prioritize and manage multiple tasks.
- Strong computer skills required.
- Lead: Credentialing software and report writing skills required.
- Ability to work independently with little or no direct supervision.
- Knowledge of Hospital accrediting regulations and other applicable regulations as they relate to the medical staff.

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

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

- CPCS (Certified Provider Credentialing Specialist) or CPMSM (Certified Professional Medical Services Management) through the National Association of Medical Staff Services NMHC Preferred

**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

	<u>Right</u>	<u>Left (Hand)</u>
Simple Grasping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Firm Grasping	<input checked="" type="checkbox"/>	<input checked="" 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 ..... Frequently, 34-66% or 2 1/2 - 6 hrs of 8 hr shift  
 Writing ..... Occasional, 6-33% or 1 - 2 1/2 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 ..... Occasional, 6-33% or 1 - 2 1/2 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