**Credentialing Specialist**

**Job Description Revisions: 8/2024**

**Job No: 61000001**

**Position Summary:**

The Credentialing Specialist is responsible for ensuring that healthcare professionals are properly credentialed and compliant with all regulatory and organizational standards. This role involves verifying the qualifications, certifications, and licenses of healthcare providers, maintaining accurate records, and ensuring timely renewals. The Credentialing Specialist will have a strong understanding of credentialing processes, excellent organizational skills, and the ability to communicate effectively with various stakeholders. This position is critical to maintaining the integrity and quality of our healthcare services, ensuring that all providers meet the necessary standards to deliver safe and effective care. The Credentialing Specialist will work closely with healthcare providers and business stakeholders to ensure that all credentialing activities are completed accurately and efficiently.

**Essentials Duties and Responsibilities:**

* Serve as main point of contact for practitioners during the application process, providing timely updates and additional information as requested.
* Review credentialing applications and supporting documents for accuracy and completeness.
* Evaluate applications to determine eligibility for membership/privileges.
* Perform detailed and thorough review of credentialing/privileging requests and evidence of education, training, and experience to determine eligibility for requested privileges, membership, and/or plan participation.
* Perform primary source verification of the applicant’s information.
* Recognize potential discrepancies and adverse information, and independently investigate and validate information across all available resources.
* Verify and document expirables using acceptable verification sources to ensure compliance with accreditation and regulatory standards.
* Obtain and assess information from various referral sources.
* Communicate findings and/or resulting actions to supervisor and department peers.
* Serve as main point of contact for external queries regarding an applicant’s status, providing responses in a timely manner.
* Compile practitioner sanctions, complaints, and adverse data to ensure compliance.
* Demonstrate an understanding of state and regulatory standards.
* Facilitate efficient and cost-effective due process that complies with an organization’s fair hearing and appeals policy as well as applicable legal and regulatory requirements.
* Maintain credentialing database continuously and consistently to ensure that accurate and current information is available to all stakeholders.
* Audit, assess, procure, implement, effectively utilize and maintain practitioner/provider credentialing processes and information systems (e.g., files, reports, minutes, databases) as outlined by the department.
* Securely manage information as the single source of truth by effectively navigating database software and maintaining data integrity.
* Accountable to demonstrate proficiency for the skills outlined in the appropriate position skills list.
* Maintain skill proficiency, including improvement where deemed necessary, and upgrading any additional or new skills on the appropriate position skills list.
* Perform duties as assigned to support organizational goals.
* Recognizes and complies with legal, regulatory, accrediting and procedural requirements related to area of responsibility.
* Protects applicant and team member privacy and only accesses applicant 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.
* Understands and follows principles and standards as outlined in North Memorial's Corporate Code of Conduct.

**Education**:

Required: High School graduate or GED

**Experience, Knowledge, Skills and Abilities:**

* Two years' experience in medical credentialing, medical staff office, health plan enrollment, health plan contracting, or health care industry.
* Knowledge of accreditation and regulatory standards, and other applicable regulations as they relate to credentialing and/or enrollment.
* Proficient in the use of all Microsoft Suite products
* Ability to work independently with minimal or no direct supervision.
* Detail-oriented, resourceful, self-starter and team player who works well alone or in a group.
* Independent problem solving and decision-making abilities.
* Ability to notice and address small but important details to ensure accuracy and completeness.
* Demonstrated ability to collaborate with managers, administrative staff as well as medical staff members and to interact with all levels of team members.
* Clear and professional communication, both written and verbal, while maintaining confidentiality.
* Exceptional customer service, interpersonal, organizational, business communication and time management skills.
* Effective planning, organizational and detail-oriented skills with ability to prioritize multiple projects and adjust workload accordingly.

**Licensure/Certification(s) Preferred:**

CPCS (Certified Provider Credentialing Specialist)