



Provider Enrollment Specialist

Job Description

Exempt: No

Safety Sensitive: No

Department: Business Office

Reports To: Business Office Manager

Location: Flagstaff

GENERAL DESCRIPTION OF POSITION

The Provider Enrollment Specialist is responsible for coordinating, monitoring, and maintaining the provider and facility enrollment and re-enrollment process in a timely and compliant manner with all government and commercial payors. Assists with problem identification and timely resolution of payor related issues surrounding claim submission and denial management to ensure optimal reimbursement.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Prepare and maintain enrollment credentialing files and reports for all individual providers including maintenance of credentialing software, provider rosters, and spreadsheets to comply with payor and organizational requirements. This duty is performed daily, about 50% of the time.
2. Process and file applications with third-party payors according to each payor's individual requirements and address/corrects discrepancies as requested by payors. This duty is performed daily, about 30% of the time.
3. Conduct all follow-up steps until payor approval/completion is obtained. This duty is performed weekly, about 30% of the time.
4. File provider practice changes notifications and performs follow-up duties until confirmed complete by payors. This duty is performed monthly, about 10% of the time.
5. Update NPI records according to provider specifications. This duty is performed monthly, about 10% of the time.
6. Enroll provider in Medicare/Medicaid as prescribed by each program requirements. This duty is performed daily, about 5% of the time.
7. Ensure timely processing of CAQH and other payor updates. This duty is performed daily, about 5% of the time.

8. Complete requests for re-credentialing for both providers and facilities. This duty is performed weekly, about 30% of the time.
 9. Answer questions, process requests from staff/providers related to enrollment information. This duty is performed daily, about 5% of the time.
 10. Ensure all records meet standards set by carriers as well as FQHC guidelines. This duty is performed weekly, about 20% of the time.
 11. Enrolls facilities in Medicare/Medicaid programs. This duty is performed irregularly, about 50% of the time.
 12. Address enrollment disconnects regarding facility and providers. This duty is performed weekly, about 20% of the time.
 13. Maintains payor specific rosters. This duty is performed weekly, about 20% of the time.
 14. Terminates provider in accordance with payor required timelines. This duty is performed irregularly, about 30% of the time.
 15. Updates expired documents with payors to prevent payor reimbursement denials. This duty is performed monthly, about 50% of the time.
 16. Performs CAQH attestations timely. This duty is performed daily, about 5% of the time.
 17. Assist with clinic licensing and providing documents for new sites or new added services. This duty is performed irregularly, about 10% of the time.
 18. Attend departmental and company meetings. This duty is performed weekly, about 5% of the time.
 19. Performs other duties as assigned. This duty is performed irregularly, about 10% of the time.
- Regular and predictable attendance.
 - Continuous learning in both personal and professional development.
 - Consistent review, comprehension and reply of company email and related correspondence.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training. Or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

None.

SUPERVISORY RESPONSIBILITIES

Directly supervises 0 subordinate supervisor(s) who supervise(s) a total of 0 employee(s). Supervises 0 non-supervisory employee(s). Departments supervised by this position include None. Carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

COMMUNICATION SKILLS

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence. Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide numbers. Ability to perform these mathematical skills using money and other forms of measurement.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of major importance which would have considerable effect on the final attainment of multiple major activities and the organization's projects of a large organization component and organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: Alphanumeric Data Entry, Contact Management, Database, Word Processing/Typing

Intermediate: 10-Key, Spreadsheet

Basic: Human Resources Systems, Presentation/PowerPoint

ADDITIONAL SOFTWARE SKILLS

Not indicated.

OTHER SKILLS

Not indicated.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is *continuously* required to talk or hear; *frequently* required to sit, use hands to finger, handle, or feel; and *occasionally* required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and color vision.

ENVIRONMENTAL CONDITIONS

There are no harmful environmental conditions that are present for this position.

The noise level in the work environment is usually moderate.

ADDITIONAL INFORMATION

1. Knowledge and understanding of provider and facility enrollment process.
2. Ability to organize and prioritize work and manage multiple priorities.
3. Excellent verbal and written communication skills including letter, memos and emails.
4. Excellent attention to detail.
5. Ability to research and analyze data.
6. Ability to establish and maintain effective working relationships with providers, management, staff and contacts outside the organization.

More ADDITIONAL INFORMATION

Not indicated.

No reminder has been set to review or update this job description.

Last Modified: 2021-09-17 19:15:14

Job Description for Provider Enrollment Specialist
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