



**Cassopolis**  
**Family Clinic Network**

**Job Posting**

**Date:** 11/9/2020

**Title:** Credentialing Specialist

**FSLA:** Non-Exempt

**Location:** Cassopolis/Niles

Cassopolis Family Clinic Network is seeking a Credentialing Specialist. The Credentialing Specialist verifies the credentials of medical staff and others, ensuring that the health center complies with federal and state regulations regarding licensure and certification of medical professionals. The specialist acts as a liaison between health center and hospital administration and the medical staff. The specialist maintains the data for all providers and tracks the expiration of certifications and licenses. The specialist also processes new applications for health center and hospital privileges.

The Credentialing Specialist plays a critically important role in insurance enrollment for medical staff and others. Upon employment the specialist will apply for provider billing numbers from Medicare, Medicaid, and commercial payors in order for the health center to bill for services. The specialist will obtain access to each provider's CAQH data base, and update it on a routine basis, since the CAQH data base is the source of pertinent information for payors. The specialist will periodically update provider enrollment information as required by payors.

The specialist may have additional responsibilities for the health center, including applying for and maintaining facility enrollment (new sites) as a FQHC, change of address for health center locations; obtaining PTAN numbers, NPI numbers, and the like.

**Principle Duties and Responsibilities:**

1. Promotes the mission and philosophy of providing quality health care and related services to the medically underserved. Upholds and ensures compliance with all corporate policies and procedures, as well as the mission and values of the organization.
2. Ensures all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times.
3. Verifies the credentials of medical and other professionals, according to HRSA requirements and established health center policies.
4. Ensures the health center complies with federal and state regulations regarding licensure and certification of medical professionals.
5. Acts as a liaison between health center and hospital administration, governmental agencies and insurance companies and the medical staff, including physicians, nurse practitioners, physician assistants, nurses, medical assistants, social workers, dentists, dental assistants, dental hygienists, pharmacists, and other professional disciplines.

6. Maintains the data for all providers in the health center and tracks the expiration of certifications and licenses.
7. Assists in a variety of activities to maintain providers' licenses: assists new providers in applying for state medical licenses, controlled substance licenses or Federal Drug Enforcement Administration Certificates, assists with license address changes, and ensures the healthcare providers update their certification or licensing on time.
8. Processes new applications, including privileging packets for review and approval by the health center Board of Directors, well as periodic re-credentialing. Assists with initial or subsequent application for active non-admitting privileges at Spectrum Health/Lakeland hospital(s).
9. Applies for initial provider billing numbers from Medicare, Medicaid and commercial payors. Periodically updates provider enrollment information as required by payors.
10. Obtains CHAMPS administrator information in order to enroll providers in straight Medicaid.
11. Tracks progress of enrollment with applicable insurance companies and effectively communicates to billing/finance and operations when the numbers have been obtained, or problems obtaining numbers.
12. Obtains access to providers' CAQH data base, and updates information on a routine basis, since the CAQH data base is the source of pertinent information for payors.
13. Assists doctors with their NPI numbers (getting access to whoever set it up, going onto the NPI website to set up new).
14. Additional responsibilities may include applying for and maintaining facility enrollment (new sites) as a FQHC, change of address for health center locations; updating Medicare records for the health center.
15. Maintains a commitment to the achievement of quality health care services by maintaining patient rights, safety, privacy, confidentiality and excellent customer service philosophy.
16. Attends and successfully completes all required training programs, participates in staff meetings and ongoing training opportunities including, but not limited to, conference calls, webinars and conferences.

### **Knowledge, Skills and Abilities Required:**

#### **Education**

Associate degree in business or human resources required. Additional courses in medical terminology, computer training, health professions management, anatomy and physiology, medical staff law and principles of management would be beneficial.

#### **Certification**

Must possess or obtain certification as a Certified Provider Credentialing Specialist through the National Association Medical Staff Services. Candidates for the credential must have at least three years of experience within the last five years in a medical services profession. Applicants with the Certified Professional Medical Services Management credential can qualify for the certification with one year of experience in the field. Applicants must also pass a credentialing examination. The certification

examination tests the candidate's knowledge of credentialing operations, regulatory compliance requirements and the credentialing and privileging process.

### **Experience**

Candidates for the credential must have at least three years of experience within the last five years in a medical services profession. Applicants with the Certified Professional Medical Services Management credential can qualify for the certification with one year of experience in the field. Applicants must also pass a credentialing examination. The certification examination tests the candidate's knowledge of credentialing operations, regulatory compliance requirements and the credentialing and privileging process.

### **Skills**

- Must have strong organizational skills to monitor and track the credentials of the medical staff in a health-care facility.
- Requires good written communication skills to create letters and e-mails to providers and administrators in the organization.
- Must have good time management skills, and the ability to meet deadlines.
- Must be able to work independently, analyze data and conduct research while performing the duties of the job.
- Must have excellent verbal communication skills to convey information to different departments.
- Proficient with Microsoft Office software applications, including Outlook, Excel, Word and Power Point.
- Proficient with using online resources to enter, obtain and maintain vast amounts of data.

### **Interpersonal skills**

- Active listening skills
- Analytical thinking and independent judgment needed to problem solve.
- Exceptional attention to detail
- Ability to interact effectively with individuals with diverse cultures
- Ability to work respectfully with individuals from varied professional backgrounds
- Ability to maintain confidentiality, build credibility and trust with associates, medical staff, administration, department heads, etc.

### **Travel**

- Must have reliable, personal transportation, possess a valid driver's license and provide proof of auto insurance.
- Must have flexibility to travel to trainings and conferences to obtain and maintain certification as CPCS.

### **CFCN Employee Benefits:**

CFCN offers an attractive compensation and benefits package including paid time off, paid holidays, medical/dental/RX and vision insurance, short and long term disability, life and accidental death and dismemberment coverage, and a 401k retirement plan.

### **How to Apply:**

For consideration, please send your resume to Tammy Howard, 261 M-62 North, Cassopolis, MI or email to: [thoward@cassfamilyclinic.org](mailto:thoward@cassfamilyclinic.org).