**Job Title:** Credentialist

**Department:** Human Resources **Supervisor:** Human Resources Director **FLSA Status:** Exempt

# Position Summary

The Credentialist is responsible for facilitating all requests for initial appointment and/or clinical privileges, re-appointment and annual reviews in compliance with HRSA requirements, health plan policies, Medical Staff Bylaws and Policies, NCQA Accreditation Standards, FTCA Requirements, Federal and State requirements and defined timelines. Interfaces with medical staff leadership, administration, and Human Resources in the evaluation and approval process for all Practitioners, Other Licensed or Certified Health Care Practitioners (OLCPs) and other clinical staff.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Conducts primary source verification and data collection on all assigned applicants for medical staff membership and/or clinical privileges and reappointment/reappraisals for Practitioners, Other Licensed or Certified Health Care Practitioners (OLCPs) and other clinical staff in accordance with all requirements and timelines.
2. Advises medical staff leaders of any potential issues that may require further investigation and makes additional inquires as requested. Notifies Manager of any major issues identified as appropriate.
3. Establishes and maintains a credentials file for each assigned Practitioners, Other Licensed or Certified Health Care Practitioners (OLCPs) and other clinical staff, filing information in the appropriate section and maintaining file in good order.
4. Facilitates review of completed files with CMO prior to files going to Governing Board for approval.
5. Maintains confidentiality of all aspects of credentialing responsibilities, including file content deliberations of the CMO and all other actions involved in the credentialing and privileging process.
6. Performs data entry into Credentialing Software of new applications and all updates associated with initial appointment, re-appointment, other credentialing actions or practitioner changes requiring data modifications, including current updates to the program component that tracks file status at any given time.
7. Assists Patient Accounts in organizations related Medicare and Medicaid enrollment, revalidation and changes as needed.
8. Under the direction of HR Director, queries all new applicants prior to their start date when applicable, with the Washington State Criminal Background check, Social Security, DSHS, and other related government websites applicable to new hires.
9. Maintains and produces monthly reports to managers for upcoming licensing and immunizations due.
10. Manages Loan Repayment for all staff to include responding to inquiries from applicants and loan repayment agencies.

# Competencies

To perform the job successfully, the following competencies should be demonstrated.

**Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

**Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service; responds to requests for service and assistance; meets commitments.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

# Qualifications

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

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# Education and/or Experience

High school diploma or general education degree (GED), Bachelor’s degree preferred and/or three years equivalent experience in hospital or clinic setting with a working knowledge of federal and state credentialing requirements.

# Certificates, Licenses, Registrations

None

# Physical Demands

The physical demands 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.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; sit; reach with hands and arms and 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, color vision and ability to adjust focus.

# Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.