**JOB PURPOSE:**

Under the direction of the Human Resources Director, participates in the development and execution of [CHC]’s Compliance Program and all aspects of the credentialing, recredentialing and privileging processes. Participates in the development and updating of the Compliance Program’s polices and standards, internal monitoring and audits and compliance training. Responsible for ensuring medical, dental and behavioral health providers are credentialed and privileged externally for insurance billing purposes and manages the internal appointment process for all clinical staff. [CHC] manages patient care using a team-based approach in our interactions with patients and working to achieve state objectives and outcomes.

**JOB QUALIFICATIONS**

**Education and Experience:** Bachelor’s Degree in business, health care administration or a related field or equivalent education, training, and experience. Minimum two years of relevant credentialing and/or compliance experience at a health care facility required.

**Certification and Licensure:** Certified Provider Credentialing Specialist (CPCS) through the NAMSS and/or Certified Professional Compliance Officer (CPCO) through the AAPC preferred.

**Specialized Skills & Knowledge:**

* Knowledge of healthcare.
* Knowledge of compliance programs.
* Knowledge of the provider insurance & internal credentialing processes.
* Ability to review, analyze, and interpret regulatory requirements in a clear and concise manner.

**Other Qualifications:**

* Ability to develop procedures, including business writing skills.
* Clear and concise report writing and presentation skills.
* Proven ability to effectively communicate, verbally & in writing, with all levels of staff personnel, outside agencies, and the general public.
* Ability to manage multiple priorities and tasks.
* Ability to work independently with minimal supervision.
* Proven professional demeanor and ability to use good judgment and discretion when dealing with confidential information & conform to HIPAA regulations
* Ability to use office equipment, including computer, printer, scanner, fax machine, copier, and multi-line telephone.
* Proficient skills with MS Office (Excel, Word, PowerPoint, Outlook)
* Skills in organizing resources and establishing priorities.
* Ability to work under pressure and meet deadlines.
* Strong analytical, attention to detail, and problem solving skills.
* Ability to effectively balance employee needs with business needs.
* Cultural diversity awareness, sensitivity, and competency, including the ability to successfully work with and relate to individuals from diverse cultures and backgrounds.
* Ability to keep customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others promoting a positive image for [CHC].