



JOB DESCRIPTION **Credential Specialist**

HOURS M-F: 8:00 AM – 5:00 PM, Full-Time (Approx. 40 hours per week)

SALARY: Commensurate with Experience

REPORTS TO: Credentialing Director

EDUCATION AND EXPERIENCE:

- Associate Degree preferred, or any combination of education and experience, which would provide the required knowledge, skills, and abilities may qualify
- One or more years of experience working in a managed care, hospital, or medical office environment preferred
- Three or more years of credentialing with primary source verification and associated credentialing processes experience preferred
- NAMSS certification as a Certified Provider Credentials Specialist (CPCS) preferred

SKILLS:

- Excellent verbal and written communication skills
- Proficient touch-typing skills (approx. 45 wpm)
- Knowledge of medical, dental, and behavioral health terminology preferred
- Ability to interpret policies, standards, and guidelines
- Ability to use Microsoft Office applications, including Word and Excel
- Ability to use Adobe Acrobat, or similar applications
- Strong attention to detail, accountability, organizational, and interpersonal skills
- Ability to multi-task, prioritize, and work independently
- Ability to focus for long periods of time
- Strong accountability to team environment
- Promote a culture that reflects the Center's values, encourages good performance, and enhances productivity

PRIMARY DUTIES:

- Process initial credentialing and privileging and re-credentialing/re-privileging applications in accordance with HRSA Policy Information Notices (PIN)
- Process, communicate and maintain provider background checks, National Practitioner Data Bank (NPDB) queries, malpractice insurance claims, and other relevant sources
- Perform and maintain primary and secondary source verifications in accordance to HRSA guidelines, state requirements, and the Center's policies and by-laws.
- Identify discrepancies, red flags, and adverse action on applications or verifications and conduct research and follow-ups for reporting to C&P Committee
- Maintain credentialing database with electronic files including licensure, certifications, and other required retention documents.
- Set up and assist in presenting provider files to C&P Committee

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- Assist with payor credentialing as needed
- Assist in maintaining provider CAQH profiles
- Maintain confidentiality of documents and information

OTHER RESPONSIBILITIES AND DUTIES:

- Provide general office support
- Other duties as assigned by supervisor
- other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- visual and auditory accuracy
- shift length - 8 hours
- indoor setting
- frequent use of computer
- long periods of standing and sitting
- frequent use of telephone
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- occasional walking, squatting, stooping, bending and twisting
- occasional reaching and climbing
- occasionally carrying up to 10 lbs.
- infrequent use of personal transportation
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

