

## **POSITION DESCRIPTION**

**INCUBENT:** \_\_\_\_\_ **CSN:** \_\_\_\_\_

**TITLE:** Medical Staff Services Coordinator

**DEPARTMENT:** SIU Healthcare Patient Business Services

**DATE:** \_\_\_\_\_

### **ORGANIZATIONAL RELATIONSHIPS**

This position coordinates special projects and delegation of workloads. The incumbent will be responsible for assuring that SIU Medicine credentialing and recredentialing files comply with NCQA standards and requirements. This position works with SIU Medicine medical staff to gather information required for credentialing and also provides assistance and support to the Director of Managed Care by performing specialized duties. The Medical Staff Office is responsible for the credentialing and recredentialing of SIU Medicine with managed care health plans and hospitals. Responsibilities also include maintaining the physician database, serving as a resource to physicians, clinic staff and coordinating other aspects of plan participation, including arranging for and coordinating staff training, distributing provider manuals and updates. This position provides training and documentation to newly hired and seasoned employees. The incumbent in this position will utilize a high level of in-depth applications knowledge to provide training for each department's needs. This position works directly with the providers and managed care plans to provide information and solve problems that may occur during the credentialing and recredentialing processes.

### **DUTIES AND RESPONSIBILITIES**

The following information is intended to be representative of the work performed by the incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

75% I. Medical Staff and Administrative Duties

- A. Manages deadlines and priorities in gathering information and completing managed care plan applications.
- B. Works with online systems for Medicare, Medicaid and commercial plans to credential and recredential providers.
- C. Keeps Director of Managed Care, as well as department staff, informed as to progress of information gathering. Works with providers to resolve deficiencies.
- D. Works with provider representatives directly in regard to additional information that may be needed to complete credentialing.
- E. Compiles and maintains updated provider information and initiates calls to the various Departments and physicians to obtain specific current information, such as updated physician licenses, board certifications, narcotic licenses, physician health care plan applications, and C.V.'s.
- F. Responsible for initiating and maintaining a current file for each employed member of SIU Physicians & Surgeons, Inc. (dba SIU Medicine) which includes all NCQA required documentation for credentialing, assuring SIU Medicine provider files comply with NCQA standards.
- G. Act as lead for maintaining SIU's NCQA accreditation, reviewing NCQA standards and assuring compliance with any new or updated standards.
- H. Maintains credentialing database, including uploading documents, preparing applications and reports, and assisting department users.
- I. Sends provider tracking sheets, weekly.
- J. Coordinates Credentialing Committee and runs meetings. Keeps track of all request for hospitals.
- K. Handle all Healthplan Audits, annual and semi- annual. Healthplan notice of additional/new locations.
- L. Handle all site enrollments, NPI, Medicaid, Medicare, etc.

- A. Act as lead for the other Medical Staff office specialists, managing work distribution, work flow and special projects.
- B. Coordinate time off for the team and schedule any overtime as needed.
- C. Conduct classroom and/or one-on-one based trainings on the use of SIU Healthcare's systems.
- D. Demonstrates in-depth knowledge and experience with SIU-HC supported applications.
- E. Provides on-site guidance and assistance to end users as necessary.
- F. Review, develop and update, timely training methods and training material.
- G. Symed access 1 training.

25% II. Clerical Duties

- A. Composes letters and memoranda containing confidential or sensitive information as needed, which very often require in depth knowledge of credentialing and enrollment procedures.
- B. Types from drafts, documents such as procedures, policies, memoranda, managed health care provider credentialing applications, informational notices to managed health care plans, and special project reports. Corrects typographical, spelling, punctuation, and grammatical errors.
- C. Responsible for maintaining, preparing and distributing monthly agendas, and information for the Credentialing and Professional Review (CPR) Committee, acting as Staff to this Committee. Responsible for insuring meeting room has the equipment necessary for any presentations made to the group, including telephone conferencing and webinars.
- D. Independently prepares spreadsheets and inputs data into various spreadsheets utilizing the Excel and Microsoft Word programs on the computer. Prepares reports from those databases including New Provider Credentialing Status report, for distribution to department management.

- E. Supervises the maintenance of comprehensive files and records system for a large area, which includes confidential information and maintains a current listing of all files utilized by the Medical Staff Office.
- F. Responsible for requesting health care plan specific Certificates of Insurance for Professional Liability Insurance for members of SID Physicians & Surgeons, Inc.

### **KNOWLEDGE REQUIRED FOR THE JOB**

This position requires excellent organizational skills and the ability to coordinate and control a large, complex workload with varying priorities. This position requires knowledge of credentialing and primary source verification. Experience in completing managed care applications and the use of Medicare and Medicaid online systems is preferred. This position requires excellent computer skills, Excel, Outlook, Word, and Powerpoint. The individual in this position must be able to work independently and exercise judgment in order to be able to analyze and investigate a variety of questions and/or problems. Sensitive to the needs of underrepresented minority populations.

### **RESPONSIBILITY**

- A. Supervisory Controls -Individual composes correspondence with little or no instructions. Occasionally, individual receives documents to be typed in rough draft. Other assignments are given through verbal instructions. Individual must be able to work independently, with little or no supervision. Individual must be capable of setting priorities on workload
  - A. Guidelines -The incumbent in this position shall follow the policies, guidelines, and procedures established for the SIU School of Medicine and SIU Physicians & Surgeons, Inc (dba SIU Medicine).

## **DIFFICULTY**

The individual in this position must understand organizational relationships and must have the ability to work efficiently and effectively in high-pressure situations. This individual must be able to grasp information and directions quickly. This individual must be able to function with little or no supervision and display a high degree of initiative, motivation, professionalism, and confidentiality.

## **PERSONAL CONTACTS**

This individual has extensive contacts with the staff of the SIU Medicine Administrative Office and Unit Supervisors, physicians, department administrators, clinic administrators, legal counsel, and the Insurances Services Risk Management Office in Carbondale. Close working relationships must also be maintained with other School of Medicine personnel and staff from various clinical departments, affiliated hospitals, and contracted managed care organizations. The purpose of contacts would be to request information, follow-up on various projects, and scheduling meetings. These contacts may be in person, by telephone, or email.

## **WORKING CONDITIONS**

The working environment includes daily use of the computer, utilizing Microsoft Word, Excel, the State of Illinois Appstandard software, web-based programs, and internet search engines. The incumbent will also be extensively using the telephone, fax, scanner, and copy/duplicating machine. See attached Physical and Environmental form

## **ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES:**

Participates in meetings, trainings and other environmental, health and safety activities as

required by SIU School of Medicine.

INCUMBENT: \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Immediate Supervisor

\_\_\_\_\_ DATE: \_\_\_\_\_

Department Head/Chair

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: **Medical Staff Services Coordinator**

Position No. (If applicable): \_\_\_\_\_ Department: **SIU HealthCare Patient Business Services-SMS**

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> <b>Office</b>	<input type="checkbox"/> <b>Hospital</b>
<input type="checkbox"/> <b>Clinic</b>	<input type="checkbox"/> <b>Warehouse</b>
<input type="checkbox"/> <b>Research Laboratory</b>	<input type="checkbox"/> <b>Outdoors</b>
<input type="checkbox"/> <b>Other (Be Specific):</b> _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		<b>20 - 40 lbs.</b>			<input type="radio"/>
Carrying		<b>20 - 40 lbs.</b>			<input type="radio"/>
Lifting		<b>20 - 40 lbs.</b>			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature

Date

Supervisor Name

Employee Signature

Date