



POSITION DESCRIPTION

JOB TITLE & CODE:	Provider Relations Liaison – Emergency Medicine (87770)
DEPARTMENT:	Emergency Medicine
REPORTS TO:	Administrator/Director
FLSA STATUS:	Non-Exempt

POSITION SUMMARY:

Coordinates the credentialing, privileging, re-credentialing, and onboarding process for faculty and APPs in the Department of Emergency Medicine. Actively monitors changes in board rules and regulations. Maintains records of licensure and certifications for all faculty and APPs in the department. All activities performed while maintaining high level of organization and timeliness.

MINIMUM QUALIFICATIONS:

EDUCATION, CERTIFICATION, EXPERIENCE AND/OR LICENSURE:

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| 1. | High school diploma or Equivalent AND four years of high level administrative experience OR Bachelor's Degree in Business Administration, Health Administration or related field. |
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PREFERRED QUALIFICATIONS:

EXPERIENCE:

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| 1. | One year of Experience with privileging/credentialing. |
| 2. | One year of Experience in a healthcare setting. |
| 3. | One year of Experience in a supervisory position. |

CORE DUTIES AND RESPONSIBILITIES: The statements described here are intended to describe the general nature of work being performed by people assigned to this position. They are not intended to be constructed as an all-inclusive list of all responsibilities and duties. Other duties may be assigned.

1.	Coordinate the credentialing process with all incoming doctors and APPs: Applying for state licensure, prescriptive authority, establishment of initial collaborative agreements and practice agreements, drug dispensing licenses, scheduling EPIC training, gathering documents, contacting references and job sites, and the liaison between medical staff affairs/provider enrollment and incoming providers.
2.	Coordinate recruitment of Department of Emergency Medicine faculty candidates. Ensure all paperwork is completed for department faculty searches.
3.	Onboards new providers: Sets up benefits meeting with HR, walkthrough and notarize payroll forms, obtains parking passes, orders scrubs, completes and submits new hire forms, communication about EPIC logins and passwords, communication about setting up email accounts and logging in, communication about CBLs and how to log into NetLearning to complete them, and incorporating new providers into the workflow (adding to meeting lists, making them mailboxes, etc.).
4.	Coordinate the completion of reappointment with providers.
5.	Sets up and coordinates practice agreements and collaborative agreements, managing group texting app, monthly meeting minutes and scheduling, tracking licensure, tracking certification, notifying the group about board updates and upcoming licensure renewal periods.
6.	Distributes, files, and coordinates provider evaluations. Focused Practiced Evaluations of all providers, Quarterly PA-C Evaluations by supervising physicians , Quarterly APP Evaluations by medical directors
7.	Coordinates with provider enrollment to make sure all providers are enrolled with necessary payors.
8.	Monitor the boards' websites for changes and upcoming events, Correspond with the boards about department and provider matters.
9.	Tracks provider renewals, notify of renewal dates, and notify of renewal requirements.
10.	Maintains files for all providers' PALS, ATLS, and ACLS cards, sends notifications when providers are close to their expiration date.
11.	Writes and distributes the Quarterly APP Newsletter.
12.	Implements the appointment and reappointment process for all of the Department of Emergency Medicine faculty and APPS.
13.	Maintains working knowledge of JCAHO standards, NCQA standards, URAQ standards, the State Medical Board and other regulatory agencies particularly with reference to accreditation and quality improvement.
14.	Develops and maintains organized, systematic data base to record credentialing statistics.
15.	Implement and maintain credentialing software.
16.	Implement and maintain data, statistical and demographic, used to generate accurate medical staff profiles, quality improvement indicators, hospital-specific delineated privilege forms, etc. on an on-going basis.
17.	Performs Notary Duties.

PHYSICAL REQUIREMENTS: 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.

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| 1. | Prolonged periods of sitting. |
| 2. | Ability to lift 15-20 lbs. |
| 3. | Extended periods of computer and telephone usage. |

WORKING 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.

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| 1. | Normal office environment. |
| 2. | May require Travel. |

SKILLS AND ABILITIES:

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| 1. | Must possess basic computer knowledge and ability to operate standard office software. |
| 2. | Must possess strong oral and written communication skills. |
| 3. | Must have the ability to maintain high standards of confidentiality. |
| 4. | Must have strong organizational skills. |
| 5. | Ability to type at least 35 wpm preferred. |

Date Reviewed/Revised: December 2016