

JOB TITLE: Medical Staff Office Assistant	DEPARTMENT: Medical Staff Office	POSITION OF SUPERVISOR: Medical Staff Office & Credentialing Manager
FLSA STATUS: Not Exempt	ANTICIPATED HOURS PER WEEK: 40 hours	EFFECTIVE DATE: Updated 02/02/2022

**Position Summary:** Responsibilities include assisting with peer review assignment and follow up, provider insurance contract credentialing and re-credentialing, payer enrollment for individual providers to include updating and noting follow-up actions in credentialing database and communication with the Revenue Cycle Department regarding status, recording minutes for medical staff meetings (which includes Medical Staff, Acute/ED, Surgery, and Trauma Committees), assist with hospital credentialing, re-credentialing, and privileging of providers, exclusion monitoring, and provider on-boarding and off-boarding duties. Successful candidates must demonstrate great attention to detail, ability to prioritize and meet tight deadlines, and maintain a high level of professionalism with providers and other hospital personnel.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	High School Education or equivalent.
<b>Experience:</b>	Experience with Microsoft Word, Excel, Access, and Outlook is required; experience in medical staff credentialing and privileging is preferred.
<b>Special Skills, Licenses or Certifications:</b>	CPR Certification
<b>Physical/Mental/Special Demands:</b>	Lifting a minimum of 20 pounds may be required; adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone; work requires the use of computers with exposure to monitors, key boards, mouse with repetitive motions for extended periods of time; position requires standing, bending, walking and long periods of sitting. Ability to initiate CPR 100% of the time. Must have fine motor skills 100% of the time. Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. Good mental health. Demonstrate tact, versatility, and dependability. High degree of self-motivation and directional initiative. Ability to function independently. Ability to cope and remain calm in escalating situations; Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
<b>Cross-Training of Position:</b>	Medical Staff Office & Credentialing Manager

**Standard Job Requirements: At all times, employee shall satisfy the following requirements:**

1. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
2. Comply with all PSMC and department procedures, rules and directives.
3. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
4. Be courteous, respectful, honest, and solution-oriented in dealing with others.
5. Communicate accurately, clearly, and effectively both orally and in writing.
6. Possess excellent organizational skills and the ability to multi-task.
7. Work independently and perform the job with minimum supervision.
8. Checks email at least once daily when on shift.
9. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
10. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
11. Respect the importance of compliance and quality programs and support the same.
12. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
13. Participate in employee training, Disaster Preparedness and emergency events.
14. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.**

1. Can perform all the standard job requirements.
2. Meets the qualifications as set forth herein.
3. Perform job duties in person and over the telephone.
4. Read information from printed sources and computer screens.
5. Peer review assignment, database entry, and follow up.
6. Maintain provider insurance contract credentialing and payer enrollment for individual providers and facility with contracted payers, Medicare, and applicable state Medicaids, to include communication with the Revenue Cycle Dept. on enrollment status of facility and individual providers.
7. Maintain knowledge of current health plan and agency requirements for credentialing providers.
8. Assist in ensuring practice addresses are current with health plans, agencies and other entities and audit health plan directories for current and accurate provider information.
9. Assist in maintaining provider information in online credentialing database or system.
10. Communicate with inquiring patients/customers regarding PSMC's in-network or out-of-network status with their insurance as appropriate.
11. Take medical staff meeting minutes (which includes Medical Staff, Acute/ED, Surgery, and Trauma Committees) and assist in taking Medical Executive and Professional Review Committee meeting minutes if needed.
12. Assist with scheduling and facilitating provider on-boarding, off-boarding, and recruiting.
13. Assist with provider hospital credentialing and privileging.

14. Assist with maintaining copies of current Colorado State licenses, DEA registrations, malpractice coverage, and other required credentialing documents for all providers and updating CAQH provider profiles.
15. Assist with provider CME opportunities.
16. Exclusion monitoring of credentialed and non-credentialed providers.
17. Add outside ordering providers into EHR.
18. Assist with adding and removing internal staff as users in various payer portals.
19. Assist in completing hospital surveys or other requests for facility information from outside entities.
20. Provide credentialing and privileging verifications to external requesters.
21. Other duties as assigned by the Medical Staff Office and Credentialing Manager.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
<b>Human Resources Manager</b>		
(Human Resources – Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)