

Medical Services Profession Job Description

In 2016, NAMSS released the [State of the Medical Services Profession Report](#) to raise awareness, educate, and obtain recognition within the healthcare industry for medical services as a true and valuable profession. As part of this continued effort, NAMSS has created sample job descriptions based on level of experience that can easily be adapted to your facility. The identified responsibilities and skills are based on feedback and responses from MSPs across the country that were collected through a Job Task Analysis (JTA), NAMSS member surveys, focus groups, and interviews in 2014.

Use the job descriptions as guidance for filling the vacancies in your department. Credentialing guidelines and verifications will need to be aligned with your regulatory body requirements and organization's policies and procedures.

The job descriptions are meant to provide guidance only. You are encouraged to customize them base on your facility's needs and expectations for the desired position.

Entry-Level Position

Supports departmental activities to ensure quality in conducting, maintaining, and communicating physician credentialing, privileging, and source verifications. Serves as a resource to, and collaborates with, others to advance the quality of practitioners and patient safety of the facility.

Responsibilities

Very Essential

- **Conducts, participates in, and maintains credentialing and privileging**
 - Determines applicant's initial eligibility for membership/participation.
 - Compiles, evaluates, and presents the practitioner-specific data collected for review by one or more decision-making bodies.
 - Analyzes application and supporting documents for completeness and informs the practitioner of the application status, including the need for any additional information.
 - Performs initial or reappointment/re-credentialing for eligible practitioners.

- Processes requests for privileges.
- **Conducts, participates in, and maintains primary source verification**
 - Obtains and evaluates information from primary sources.
 - Recognizes, investigates, and validates discrepancies and adverse information obtained from the application, primary source verifications, or other sources.
 - Verifies and documents expirables using acceptable verification sources to ensure compliance with accreditation and regulatory standards.
 - Provides responses to external queries regarding practitioners' status.

Essential

- **Manages the credentialing or privileging process**
 - Collaborates with physician leaders to develop and maintain a facility-specific, criteria-based clinical privileging system in accordance with regulatory requirements, accreditation standards, and organizational policies.
 - Applies clearly defined credentialing or privileging processes to all practitioners/providers.
 - Directs initial or reappointment/re-credentialing processes for eligible practitioners/providers.
 - Manages provider enrollment.
 - Oversees delegation process.
- **Manages and complies with accreditation and regulatory standards**
 - Participates in an ongoing assessment of governing documents (bylaws, rules and regulations) to ensure continuous compliance.
 - Obtains and evaluates practitioner sanctions, complaints, and adverse data to ensure compliance.
 - Conducts a review of practitioners' practice sites to ensure compliance with accreditation and regulatory standards.

- Maintains credentialing database to ensure that accurate and current information is available to all stakeholders.
- **Facilitates medical staff functions**
 - Performs and coordinates meeting logistics, documentation preparation, and follow-up for practitioner-related activities.
 - Coordinates and develops on-boarding processes (orientation, training activities) to assist practitioners/providers and meet education requirements.
 - Develops and implements orientation, educational and training activities to ensure staff's ongoing competence.
 - Manages and maintains continuing medical education records for practitioners/providers.
 - Supervises internal continuing medical educational programming for practitioners/providers.

Knowledge/Skills

Very Essential

- Inspires trust and confidence among stakeholders through reliability, authenticity, and accountability.
- Expresses thoughts clearly, concisely, and effectively both verbally and in writing. Ensures a free flow of information and communication upward, downward and across the organization by actively listening and encouraging the open expression of ideas and opinions.
- Displays a credible presence and positive image. Uses appropriate protocol for professional and social situations.
- Establishes productive, cooperative relationships with subordinates, peers, management, and stakeholders both internal and external to the organization.

Essential

- Conducts, participates in, and maintains current clinical competency evaluations and peer review.

- Prepares and reviews operational budget and staff plan(s) that support medical staff services and credentialing functions.
- Audits, assesses, procures, implements, effectively utilizes and maintains practitioner/provider credentialing processes and information systems (e.g., files, reports, minutes, databases) by analyzing the needs and resources of medical services/credentialing.
- Applies knowledge, expertise, sound judgment and consults other references and resources as necessary to generate and evaluate solutions and recommendations.
- Organizes work, sets priorities, and determines short- or long-term goals and strategies to achieve them. Aligns communication, people, processes, and resources to drive success.
- Displays knowledge of key functions, terminology, and work products of legal, information technology, risk management, and performance concepts.
- Organizes information and data to identify/explain trends, problems, and their causes. Compares, contrasts, and combines information to determine underlying issues. Sees associations between seemingly independent problems or events to recognize trends, problems, and possible cause-effect relationships.

Education and Experience

0-5 years in the medical services field.

Bachelor's degree preferred.

About [FACILITY NAME] *In this section, include information about your facility or department to provide a greater understanding for the work environment, structure, and mission of your organization.*