Credentialing Specialist Job Description

POSITION TITLE: Credentialing Specialist-Medical Staff

POSITION NUMBER: 3300

RESPONSIBLE TO: Director, Medical Staff Services

PURPOSE OF POSITION:
Responsible for all aspects of medical staff and allied health professionals credentialing related to the granting of hospital privileges at Yavapai Regional Medical Center East and West campuses.

INTER-RELATIONSHIPS:
Reports to the Director, Medical Staff Services, and works collaboratively with the other members of the department staff. Interacts with the Chief Medical Officer, members of the Board of Trustees and Administration, members of the medical staff and their office personnel, hospital staff, and the general public.

PRIMARY JOB DUTIES AND RESPONSIBILITIES:
The following are representative of the duties and responsibilities the Credentialing Specialist is expected to perform while exemplifying the five YRMC values of integrity, respect, accountability, quality, and commitment. In interacting with others the Credentialing Specialist is expected to: 1) maintain and enhance the self-esteem of others, 2) listen and respond to others using empathy, 3) ask for help from others in solving problems, 4) share thoughts and rationale with others, 5) provide support without removing the responsibility of others.

- Performs all aspects of the initial, reappointment, modification of privileges, credentialing processes of the medical staff and allied health professional staff, ensuring compliance with regulatory and accrediting bodies, (CMS, State, Federal, etc.), as well as, Medical Staff Bylaws, Rules & Regulations, policies and procedures.
  - Conducts thorough background investigation, research and primary source verification of all components of the application file, according to established policies and procedures.
  - Analyzes verified information and identifies issues that require additional investigation and evaluation, validates discrepancies and ensures appropriate follow-up is conducted thoroughly and timely.
  - Processes requests for modification of privileges, ensuring compliance with established criteria and credentialing policies and procedures.
  - Utilizes and maintains credentialing database ensuring accuracy of data entry, optimizing efficiency, performs queries, and generates reports and documents from the system as needed to perform job duties.
  - Performs final review of completed files for medical staff leadership review, within time periods specified.
  - Facilitates the Credentials Committee meetings (setting the agenda, taking/transcribing minutes, preparing reports for MEC) and performing timely follow-up as indicated.
- Participates in development and implementation of credentialing processes and procedures and development/revision of delineation of privilege forms.
Credentialing Specialist Job Description

- Prepares Board of Trustees approval letters, coordinating execution, distribution, mailing, filing and uploading into credentialing database, and uploading privileges to intranet.
- Monitors all expiring documents, facilitating notification to practitioners, collection/primary source verification of documents, and updating the credentialing database and credentials files.
- Performs monthly audits on credentials files, and database for missing elements, ensuring accuracy of data in files, databases, and intranet.
- Shares missing and incorrect data entered into database with office personnel and provides training where elements are missing or entered incorrectly.
- Responds to inquiries from other healthcare organizations, interfaces with internal and external customers daily, on all issues as they arise (in person, via phone, or written/electronic communication) and interacts with individuals in a courteous, cooperative and professional manner.
- Creates documents, reports and/or labels as requested and as appropriate from internal and external customers.
- Coordinates with Information Services to maintain FSI numbers in all databases and initiation of new/change provider forms.
- Assists Director with medical staff committee meeting management as requested.
- Assists with on-boarding of new practitioners, conducting orientation, coordinating badging, parking passes and EMR training.
- Shares in the responsibility of answering department phone calls, opening, stamping and distribution of USPS and intercampus mail, maintenance of physician mailboxes, lounge and office areas.
- Maintains a working knowledge of Medical Staff Bylaws, Rules and Regulations and Hospital Policies as related to the Medical Staff.
- Maintains confidentiality and uses judgment and discretion to maintain peer review protection for the hospital and Medical Staff.
- Accepts other duties as assigned to promote the accomplishment of organizational goals.
## Credentialing Specialist Job Description

### YRMC Core Competencies:
All staff members are expected to demonstrate the behaviors associated with our five core values.

<table>
<thead>
<tr>
<th>Respect</th>
<th>Integrity</th>
<th>Accountability</th>
<th>Commitment</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Behaves in a way that honors self and others.</em></td>
<td><em>Is consistent and honest in word and deed.</em></td>
<td><em>Follows through and is answerable for one's performance.</em></td>
<td><em>Demonstrates dedication to one's work, personal development, the organization, the Mission and the Vision.</em></td>
<td><em>Provides service excellence in meeting customers’ expectations.</em></td>
</tr>
<tr>
<td>Is approachable, courteous and cooperative.</td>
<td>Looks for ways to build trust and improve understanding.</td>
<td>Plans own work activities to ensure all assignments are completed in an accurate and quality manner.</td>
<td>Uses YRMC’s IDEA program to deliver an exceptional customer experience.</td>
<td>Ensures service meets expectations by embracing and supporting YRMC's Mission.</td>
</tr>
<tr>
<td>Listens and responds constructively to the ideas of others.</td>
<td>Deals directly and openly with others, showing consideration and respect for individual differences.</td>
<td>Meets deadlines; follows through on commitments and responsibilities.</td>
<td>Listens actively, demonstrating compassion and empathy to team members, patients and their families.</td>
<td>Strives for best practices; looks for opportunities to improve on the service delivered.</td>
</tr>
<tr>
<td>Works to maintain positive relationships by enhancing self-esteem and working actively to resolve conflict.</td>
<td>Upholds professional and ethical standards.</td>
<td>Answers for own behavior and takes responsibility for problems and issues.</td>
<td>Takes pride in YRMC and fosters a Total Healing Environment for patients and staff.</td>
<td>Personally seeks to add value in every work assignment.</td>
</tr>
<tr>
<td>Supports others’ efforts to succeed and acknowledges their contributions.</td>
<td>Maintains confidentiality and abides by HIPAA regulations and hospital policies.</td>
<td>Does fair share of the work and assumes additional responsibilities when needed/asked to facilitate the achievement of the team.</td>
<td>Shows commitment to performance improvement and self-development.</td>
<td>Contributes to a safe working environment for self and others.</td>
</tr>
</tbody>
</table>
Credentialing Specialist Job Description

MINIMUM QUALIFICATIONS:

- High School graduate or GED.
- Additional education with a degree in business or a health-related field preferred.
- Three years of executive or administrative assistant experience. Relevant experience may be considered.
- Attainment of CPCS (Certified Provider Credentialing Specialist) or CPMSM (Certified Professional Medical Services Management) through the National Association of Medical Staff Services or actively seeking certification and ability to become certified within five years of Medical Staff Services department employment.
- Excellent interpersonal skills and the ability to effectively communicate verbally and in writing providing excellent customer service.
- Excellent time management skills, organizational skills and the ability to prioritize tasks with minimal supervision, with acute attention to detail and accuracy.
- Computer literacy and proficiency in Microsoft Windows.
- Intermediate proficiency with MS Office (Outlook, Word, Excel, PowerPoint).
- Credentialing database management skills including querying, reporting and document generation. Experience with Cactus software preferred.

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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Primarily sedentary work with prolonged periods of sitting.
- Ability to move throughout the location, approximately 1 – 2 miles/day.
- Ability to move between locations as required.
- Ability to exert up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to perform repetitive movements.
- Adequate manual dexterity, visual acuity and hearing to perform the essential functions of the job.

___________________________           ____________________
Employee Signature                   Date

___________________________           ____________________
Supervisor Signature                 Date

Effective: June 2013
Revised: September 2015; November 2015; December 2015; November 2016; November 2019; June 2020