

LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION

DATE ESTABLISHED: 7/6/09
DATE AMENDED: 12/22/17

TITLE OF POSITION: Human Resources & Credentialing Specialist

POSITION NUMBER: 06-06

PROGRAM: Administration - Human Resources

SUMMARY: The successful applicant will be expected to perform all activities related to maintaining current credentialing status of LMC clinical providers. In addition, the individual will respond to provider inquiries, assist with a provider profiling database, provider payment database and HR department daily operational functions. The individual will assist the HR Coordinator and HR Officer with special projects.

MINIMUM REQUIREMENTS:

Education and Experience

High School Diploma or equivalent. Two (2) years healthcare experience in a managed care environment preferred. One (1) year of experience in HR and credentialing for medical providers preferred; or equivalent combination of education and experience.

Special Skills, Licenses and Certifications

Proficient in PC Windows related applications and familiarity with data base applications and typing. Knowledge of managed care concepts, policies and procedures preferred.

Performance Based Competencies

Excellent oral and written communication skills. Excellent organization skills with the ability to prioritize assignments, maintain accurate records, maintain confidentiality, and meet deadlines. Ability to use good judgment in making decisions within scope of authority to handle sensitive issues with diplomacy and tact.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

Life Management Center relies heavily on technology to run its business; therefore, all employees are required to have basic computer skills. These basic skills will include knowledge of creating folders, saving and retrieving files, e-mail (Outlook), MS Office (Word and Excel), using web browsers such as Internet Explorer, along with operating a keyboard, mouse, and printer.

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at www.lifemanagementcenter.org

SUPERVISED BY: Chief Human Resources Officer

POSITIONS SUPERVISED: None

SALARY OR WAGE MINIMUM: \$24,500 annual

WAGE AND HOUR STATUS: NON-EXEMPT

DESCRIPTION OF DUTIES AND RESPONSIBILITIES¹:

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Review and ensure the accuracy and completeness of credentialing and human resource documents and electronic records including training, leave and salary records, and employee data forms.
2. Perform data entry tasks including but not limited to entering credentialing, training, safety & risk management, and personnel information to data base applications for tracking and reporting. This includes the EHR.
3. Maintain electronic and manual filing systems.
4. Assist in the preparation, compilation and coordination of reports and records.
5. Assist with managing and distributing employment applications.
6. Answer telephone, resolve problems, and respond to general inquiries regarding departmental procedures.
7. Assist with developing/improving internal office procedures.
8. Participate in Staff Activity Committee activities and meetings.
9. Participate in Wellness Committee activities and meetings.
10. Distribute internal mail, assist management team staff, provide coverage for other support staff, and other associated clerical & support duties as assigned.
11. Responsible for Life Management Center provider credentialing activities.
12. Prepare and send appropriate applications and other related forms to provider/applicant for timely initial enrollment and renewals. Document, track and follow-up.
13. Prepare credentialing reports as requested for review with HR Officer and others as applicable.

¹ Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

14. Act as liaison between payer personnel and Contract Coordinator/other departments, as applicable.
15. Investigate and respond to credentialing inquiries (eligibility, approval, etc.) and other provider issues.
16. Work with HR Coordinator to load credentialing documents and information to HR and EHR database, as applicable.
17. Review pertinent data provided to ensure that LMC policies and procedures are followed.
18. Obtain credentialing letters from various licensing boards annually.
19. Prepare and send out credentialing status updates as providers are successfully enrolled.
20. Communicate with Human Resources Officer on all relevant issues and activities.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Back up other HR positions as required.
- Assist with completion of other HR Department tasks as requested.
- Work closely with other departments & co-workers to ensure highest level of accuracy in credentialing activities.
- Distribute internal mail, assist management team staff, provide coverage for other support staff, and other associated clerical & support duties as assigned.
- Ability to operate a vehicle used for company business.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

All Life Management Center employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the Life Management Center policies and procedures.

PHYSICAL REQUIREMENTS:

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
<input type="checkbox"/> Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
<input type="checkbox"/> Driving vehicles	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Lifting and/or Carrying	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or Stooping	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
Other (lift above waist/reaching etc., please explain) Perform filing responsibilities	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Speaking: ☒ Yes ☐ No
 Hearing: ☒ Yes ☐ No
 Reading Comprehension: ☒ Yes ☐ No
 Repetitive motion with hands, wrists, arms
 (e.g keyboard, typing, handwriting, etc.) ☒ Yes ☐ No

Ability to lift and carry up to 15 pounds.

Ability to handle stressful situations: ☐ Minimal ☒ Moderate ☐ Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

* Not Anticipated

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. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

Copy received by:

_____ **Date** _____