



Excellence in Patient Care

**JOB TITLE:** Credentialing Specialist  
**REPORTS TO:** Director of Human Resources  
**FLSA STATUS:** Non-exempt

**JOB OVERVIEW:** Responsible for all aspects of the credentialing, recredentialing and privileging processes for all medical providers who provide patient care at The Doctors Clinic and The Doctors Clinic Ambulatory Surgery Center (ASC). Responsible for ensuring providers are credentialed, appointed, and privileged with health plans, hospitals and patient care facilities. Maintain up-to-date data for each provider in credentialing databases and online systems; ensure timely renewal of licenses and certifications.

**ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:**

1. Compiles and maintains current and accurate data for all providers.
2. Completes provider credentialing and recredentialing applications; monitors applications and follows-up as needed.
3. Maintains copies of current state licenses, DEA certificates, malpractice coverage and any other required credentialing documents for all providers.
4. Maintains corporate provider contract files.
5. Maintains knowledge of current health plan and agency requirements for credentialing providers.
6. Sets up and maintains provider information in online credentialing databases and system.
7. Tracks license and certification expirations for all providers to ensure timely renewals.
8. Ensures practice addresses are current with health plans, agencies and other entities.
9. Processes applications for appointment and reappointment of privileges to The Doctors Clinic (ASC).
10. Tracks license, DEA and professional liability expirations for appointed ASC providers.
11. Maintains ASC appointment files, and information in credentialing database.
12. Audits health plan directories for current and accurate provider information.

**ADDITIONAL RESPONSIBILITIES:**

1. Maintains confidentiality of provider information.
2. Provides credentialing and privileging verifications.
3. Performs other duties as assigned.

**QUALIFICATIONS:**

Education:

1. High school diploma or equivalent.
2. Associate degree preferred.

Certification/Licensure: Certified Provider Credentialing Specialist (CPCS) preferred.

Experience: Two years of relevant credentialing experience

Credentialing Specialist

Page 2

Skills:

1. Knowledge and understanding of the credentialing process.
2. Ability to organize and prioritize work and manage multiple priorities.
3. Excellent verbal and written communication skills including, letters, memos and emails.
4. Excellent attention to detail.
5. Ability to research and analyze data.
6. Ability to work independently with minimal supervision.
7. Ability to establish and maintain effective working relationships with providers, management, staff, and contacts outside the organization.
8. Proficient use of Microsoft Office applications (Word, Excel, Access) and internet resources.

Physical Requirements:

Hearing: Adequate to perform job duties in person and over the telephone.

Speaking: Must be able to communicate clearly to patients in person and over the telephone.

Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.

Other: Requires occasional lifting and carrying items weighing up to 20 pounds unassisted. Requires frequent bending, reaching, and repetitive hand movements, standing, walking, squatting and sitting, with some lifting, pushing and pulling exerted regularly throughout a regular work shift.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the Credentialing Specialist job description and understand the functions and objectives of the position.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER**

Last update 04/10/2011