

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: PROVIDER ONBOARDING AND CREDENTIALING SPECIALIST
DEPARTMENT: ADMINISTRATION
SUPERVISOR: COMPLIANCE OFFICER
CLASSIFICATION: NON-EXEMPT FULL-TIME

POSITION SUMMARY:

The primary focus of the Onboarding and Credentialing Specialist is to assist and facilitate all aspects of the credentialing, privileging, and onboarding processes for newly employed providers. The specialist evaluates, analyzes, and coordinates all aspects of the credentialing and re-credentialing processes for practitioners practicing within the clinical entities. Provides integral support to healthcare operations by enabling timely onboarding of healthcare providers and assists with recommendations on specialized provider workflow needs such as telehealth.

ESSENTIAL JOB FUNCTIONS:

- Guides providers through the credentialing and onboarding process and tracks their progress in a database and checklist.
- Proactively communicates with all necessary departments regarding the provider set-up and clinic needs.
- Assists with the onboarding process and creates a credentialing and onboarding packet as a resource guide for providers.
- Reviews and screens initial and reappointment credentialing applications for completeness, accuracy, and compliance with federal, state, local and University regulations, guidelines, policies, and standards.
- Conducts background checks, primary source verification, collects and validates documents to ensure accuracy of all credentialing elements; assesses completeness of information and qualifications relative to credentialing standards and company criteria.
- Identifies, analyzes and resolves extraordinary information, discrepancies, time gaps and other idiosyncrasies that could adversely impact ability to credential and enroll practitioners; discovers and conveys problems to Compliance Officer for sound decision making in accordance with Medical Staff policies, credentialing policies and procedures, federal, state, local and government/insurance agency regulations.
- Monitors files to ensure completeness and accuracy; reviews all file documentation for compliance with quality standards, accreditation requirements, and all other relevant policies; prepares and provides information to internal and external customers as appropriate.
- Enters, updates and maintains data from provider applications into credentialing database, focusing on accuracy and interpreting or adapting data to conform to defined data field uses, and in accordance with internal policies and procedures.
- Prepares, issues, electronically tracks and follows-up on appropriate verifications for efficient processing of individual applications in accordance with applicable credentialing standards, established procedural guidelines, and strict timelines.
- Participates in the development and implementation of process improvements for the system-wide credentialing and onboarding process; prepares reports required by regulatory or accrediting agencies, or policies and standards.
- Communicates clearly with providers, their liaisons, internal staff leadership, and the administration, as needed to provide timely responses upon request on credentialing and onboarding issues as they arise.
- Performs miscellaneous job-related duties as assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

BOD Approved: 12/2024

- Bachelor's degree in Business or related field
- Strong interpersonal and communication skills
- At least 5 years of experience directly related to the duties and responsibilities specified

All LCTHC 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 LCTHC policies and procedures as they may from time to time be updated.

PHYSICAL DEMANDS:

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. Sitting / Mobility: Approximately 60% of time is spent working at a desk. Balance of time (approximately 40%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 50 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

BOD Approved: 12/2024

Supervisor/Dept. Manager

Date

HR Signature

Date