



PROVIDER RELATIONS REPRESENTATIVE

Position Status: Exempt
Reports To: Provider Relations Supervisor
Effective Date: 05/11/98
Revised Date: 01/01/19
Job Level: P2

POSITION SUMMARY

Under limited supervision, this position:

1. Researches, analyzes and coordinates the resolution of complex provider payment concerns and assists with the resolution of provider issues and grievances
2. Engages in and facilitates provider recruitment, contracting, communication and relationships in support of strategic organizational objectives
3. Responds to providers' educational needs by planning and conducting ongoing provider training and workshops
4. Performs other duties as assigned

RESPONSIBILITIES

1. Researches, analyzes and coordinates the resolution to complex provider payment concerns and assists with the resolution of provider issues and grievances, with duties including but not limited to:
 - Investigating and responding to provider concerns and issues
 - Assisting with disposition of provider grievances
 - Collaborating with Quality Improvement, evaluates providers' Care Based Incentive status, offering support, and recommending areas for improvement
 - Creating claims reports, analyzing providers' billing concerns, and working interdepartmentally to resolve issues
 - Initiating referral overrides to address providers rendering service without appropriate documentation and following up to ensure implementation of approved corrective actions
2. Engages in and facilitates provider recruitment, contracting, communication and relationships in support of strategic organizational objectives, with duties including but not limited to:
 - Designing work plans to track progress, resolve issues, and efficiently and effectively see tasks through to completion
 - Recruiting new providers and conducting office orientations for providers and staff
 - Developing and implementing a variety of provider recruitment strategies, including conducting analysis of market research, following up on provider referrals, assisting with provider credentialing, and conducting outreach for underrepresented specialty types
 - Participating in review of network market share and member accessibility
 - Serving as a primary department contact for designated physician and ancillary providers
 - Ensuring that providers are contracted and credentialed and facilitating credentialing in specialty area
 - Conducting field visits to provider offices and referring providers to other departments as appropriate
 - Reviewing for accuracy, delivering and explaining provider incentive payments and reports
 - Reviewing provider capacity on a regular basis to ensure that practice sites are meeting timely

- access standards
 - Identifying errors and escalating complex and global issues to management for review;
 - Acting as provider liaison with Care Management, Quality Improvement, and Utilization Management
 - Staying up to date with changes in Alliance policies, practices and resources and ensuring that providers are made aware of changes
 - Networking with other departments to ensure providers are supported with internal resources and contacts
 - Assisting with the maintenance of accurate provider information in department systems, including regular review of the provider directory, as needed
 - Composing correspondence and narrative reports
 - Answering phone calls through the department's Automatic Call Distribution line
3. Responds to providers' educational needs by planning and conducting ongoing provider training and workshops, with duties including but not limited to:
- Assisting in the preparation and distribution of educational, promotional, and presentation materials and publications for providers
 - Preparing and presenting monthly speaking points to ensure providers are aware of Alliance resources and policy/practice changes
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Marketing, Public Relations, Health Care or a related field and two years of experience in a health care, customer service, marketing or public relations environment [two (2) years of additional experience may substitute for the Bachelor's degree]; or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC system and Microsoft Word, Excel, Outlook and PowerPoint
- Working knowledge of and the ability to operate general office equipment, such as personal computer, laptop, telephone, printer, fax machine, and photocopier machine
- Ability to design and produce reports from a data-base reporting tool
- Ability to conduct research, gather information, analyze data and prepare recommendations and reports
- Ability to proofread and audit data for accuracy
- Ability to develop and implement effective provider recruitment strategies
- Ability to develop and prepare educational materials and conduct provider orientations and trainings
- Ability to apply sales and marketing skills when working with provider networks
- Ability to design work plans and organize work to handle multiple tasks simultaneously
- Ability to maintain accurate records, file systems, and manuals
- Ability to work independently with minimal supervision and as a member of a team
- Ability to maintain a professional demeanor and remain focused and calm in difficult situations

DESIRABLE QUALIFICATIONS

- Working knowledge of health care, preferably managed health care
- Working knowledge of the principles and practices of marketing and public relations
- Working knowledge of California Medi-Cal and In-Home Supportive Services (IHSS)
- Working knowledge of local provider networks in county of assignment
- Working knowledge of medical terminology

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to lift, carry and move objects of varying size weighing up to 30 pounds
- Ability to regularly travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.