



Credentialing System Administrator

CFG Health Network – InSight Telepsychiatry: Medical Affairs

Position Summary

InSight Telepsychiatry and the CFG Health Network are seeking a credentialing system administrator to work with the Medical Affairs team in Marlton, NJ and connect regularly to a national team of colleagues. This administrator is the primary owner of the credentialing database and other online systems, and prioritizes human interaction and personalized customer service in their day-to-day approach with other medical affairs staff members, providers and credentialing counterparts within partner organizations. This position is responsible for the accuracy and integrity of the credentialing database system and related applications. The credentialing system administrator will work under the supervision of the director of medical affairs.

Organization Overview

The CFG Health Network is a family of companies that provides behavioral health services across the spectrum of care. InSight Telepsychiatry is the telemedicine arm of the CFG Health Network and has a mission to increase access to quality behavioral health care through telehealth. InSight's behavioral health providers bring care into any setting on an on-demand, scheduled or connected services basis. With 18 years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. Collectively, the CFG Health Network companies share a management team and certain back-office functions. In addition to telepsychiatry, the CFG family of companies provides outpatient behavioral health services, hospital based programs including inpatient psychiatric services, ED evaluations, psychiatric crisis center intervention, medical/surgical services and healthcare services for correctional facilities.

Job Responsibilities

- Manage a credentialing database as an administrator and super-user to facilitate collaboration and communication between medical affairs staff, providers, and operations managers.
- Develop and implement improvements with regards to automation and standardization of reports, dashboards, and other measures used to support data driven decisions, and improve database functionality.
- Develop and coordinate the update/revision of existing databases via software change requests and software problem reports.
- Prepare database users by conducting training, providing information and resolving problems.
- Develop training materials and procedural documentation on the application and use of databases converted and/or developed to support the TDMD mission.
- Apply expertise of computer system to assist end users through diagnoses and resolution of technological problems while ensuring security, quality and integrity of database.
- Recommend solutions and ongoing innovation of credentialing systems by defining new processes, refining database fields, functional capabilities, permission levels, and workflows in response to requirements provided by internal and external customers to maximize the database's utility to interested parties.
- Monitor the progress of provider applications through the credentialing process along a critical path timeline. Identify variances from the plan and escalate issues to appropriate team member when progress is challenged.
- Create and present reports of questions, requests and ideas brought up by providers. and partners throughout the credentialing process. Communicate with customers and coworkers to resolve issues and suggest areas for improvement.



- Perform routine duties as they relate to task to include preparation of reports and maintenance of various spreadsheets.
- Support customer with various assignments that are directly related to their general business operations.
- Other duties as assigned.

Job Requirements

- Associate degree in a technology or related field or at least one year of related, practical experience
- Two years of credentialing experience
- Experience with mining data from SQL databases using data reporting tools such as Excel, Access, Crystal Reports, File Maker or SSRS
- Database reporting skills including querying, stored procedures, creating custom reports and document generation and explanation
- Ability to manage and impart confidential information in a HIPAA compliant environment
- Must work well in a team environment
- Capable of handling a high volume of work with speed and accuracy while maintaining security
- Outlook and Word proficiency
- Organization and time management skills
- Ability to multitask

Ideal Candidate

- Previous healthcare experience
- Working knowledge of clinical and/or hospital operations and procedures
- Knowledge of Medicare, Medicaid and commercial payer provider enrollment process
- Knowledge of Echo Credentialing Software
- Knowledge of NCQA standards as it relates to credentialing and health plan enrollment
- Strong verbal and written communication skills
- Informational research skills

Logistics

- Full-time position based in Marlton, NJ
- Position available August 2017
- Reports to director of medical affairs

To apply, please send your resume and a customized cover letter to sshafer@in-sight.net.

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.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. EOE M/V/F/D