



Lead Credentialing Specialist

CFG Health Network – InSight Telepsychiatry: Medical Affairs

Position Summary

InSight Telepsychiatry and the CFG Health Network are seeking a Medical Affairs Lead Credentialing Specialist to work in Marlton, NJ and connect regularly with a national team of colleagues. InSight’s medical affairs team functions as a service department designed to support our network of providers and our operational counterparts. This position is responsible for supervising a team of internal credentialing coordinators that support InSight’s employed and contracted behavioral health providers in obtaining and maintaining their licensure, prescriptive authority, clinical privileges and payer enrollment. Additionally, our partners credential, enroll and privilege InSight providers, and it’s the Lead Credentialing Specialist’s responsibility to ensure our credentialing coordinators submit accurate, timely and complete information to these partners on behalf of our providers. This position will report to the Director of Medical Affairs. This fast-paced position is an excellent opportunity for an organized, problem-solving individual with an interest in medical affairs, behavioral health and telemedicine.

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

Application Processing (70%)

- Ensure applicant eligibility by analyzing a provider’s profile and accompanying documents
- Work closely with provider to obtain missing documentation and/or signatures pertaining to enrollment
- Populate applications, review for accuracy and completeness, submit to decision making body and maintain follow-up to completion
- Confirm receipt of requested documents, identify and respond to issues that require additional investigation and evaluation, validate discrepancies with provider and facilitate process for payer participation
- Perform timely follow-ups, maintain and update database with application status and report to management and provider
- Monitor documentation renewal/expiration dates and complete renewal applications
- Maintain current copy of appointments and privileges in database
- Monitor initial, reappointment, FPPE and OPPE process for provider ensuring compliance with regulatory bodies (Joint Commission, NCQA, URAC, CMS, federal and state) as well as medical staff bylaws, rules and regulations, policies and procedures and delegated contracts
- Maintain and utilize credentialing database to optimize efficiency, perform document generation and track and report on application status
- Maintain library of current electronic forms
- Other duties as assigned



Staff Support (20%)

- Supervise and support credentialing coordinators responsible for licensing, credentialing, privileging, enrollment, reappointments and/or maintenance of professional credentials
- Train and coach credentialing coordinators to improve their professional knowledge and skills
- Monitor and ensure compliance with P&P and standard operating procedures
- Assist in creating or revising workflows, procedures, policies and or standards as needed
- Assist in assigning medical affairs jobs to the appropriate credentialing coordinator
- Monitor and balance the workload of credentialing coordinators to ensure efficiency and maximum productivity
- Regularly communicate updates, including expected completion dates, internally and externally
- Assist the Medical Affairs Director in identifying barriers or challenges to timely completion of medical affairs jobs and help put solutions in place, including escalation and communication protocols
- Other duties as assigned

External Communication, Report and Special Projects (10%)

- Serve as a liaison for medical affairs with partner counterparts
- Participate in kick-off meetings with new partners and other key meeting as needed
- Meet with Medical Affairs Director regularly to provide updates
- Support the Medical Affairs Director in establishing goals and benchmarks for credentialing team and regularly monitor and report on the progress of those goals
- Support quality assurance initiatives and create an environment where QA outcomes drive performance of credentialing coordinators
- Participate and support Credentialing Committee meetings as needed
- Overflow of Credentialing Jobs and other duties as assigned

Job Requirements

- Bachelor's degree preferred, high school education required
- Five years of relevant healthcare experience, including specialized skills in credentialing in mental health care settings, hospitals, medical staff offices or credential verification organizations
- Ability to work independently and with a group
- Exceptional organization and time management skills to manage priorities and meet deadlines
- Ability to communicate effectively both verbally and in writing
- Comfortable working with individuals of diverse backgrounds
- Strong attention to quality and detail
- Proficiency with Microsoft Office Suite (Word, Outlook, Excel)

Ideal Candidate

- Certified Provider Credentialing Specialist (CPCS) or Certified Professional in Medical Service Management (CPMSM)
- Knowledge of Echo Credentialing Software
- Knowledge of Joint Commission standards as they relate to credentialing and privileging
- Knowledge of NCQA standards as it relates to credentialing and health plan enrollment
- Knowledge of medical terminology as it relates to specific privileges



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