

# MEDICAL AFFAIRS SUPERVISOR

## Enrollment Team

### Organization Overview

InSight + Regroup is the leading and largest telepsychiatry service provider in the US with a mission to transform access to quality behavioral health care. InSight + Regroup serves hundreds of organizations and individuals in various settings across the continuum of care with its on-demand, scheduled services and home-based divisions, including Inpathy. As an industry thought leader, InSight + Regroup has helped shape the field, define the standard of care and advocate for improved telepsychiatry-friendly regulations. To learn more, visit [www.InSightTelepsychiatry.com](http://www.InSightTelepsychiatry.com) and [www.RegroupTelehealth.com](http://www.RegroupTelehealth.com).

### Position Summary

InSight + Regroup is seeking a Supervisor within our Medical Affairs department who will focus on overseeing the payer enrollment function. This fast-paced position is an excellent opportunity for a medical affairs professional who is an organized, problem-solving individual with experience in payer enrollment and an interest in behavioral health and telemedicine. This role will perform day-to-day medical affairs activities and will supervise and assist the internal team of staff coordinators.

Our enrollment function is unique. It includes a mix of direct contracts with commercial and managed care payers for typical long-form enrollment of individual clinicians; delegated enrollment status as a practice; and also includes supporting our hospital and clinician customers in enabling our consulting clinicians to obtain enrollment under their payer contracts.

Our clinicians are equally our customers and our employees. This position requires a strong service orientation to support our clinicians and a tenacity to ensure that they quickly obtain the credentials and enrollment status that they require to transform access to care via telehealth.

### Job Responsibilities

- Work daily in performing medical affairs functions including credentialing and enrollment activities. This is a working position with supervisory attributes.
- Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, timeliness, efficiency, and output to meet organizational productivity and quality goals.
- Manage and monitor team member activity in support of the goals of the department including workflows, escalations and communication protocols. Support departmental quality initiatives, execute on Medical Affairs special projects and initiatives.
- Report, review and communicate performance data including KPIs, activity reports, spreadsheets, and project management tools to monitor and measure departmental productivity, goal achievement and overall effectiveness.
- Manage outsourced vendor relationships against contractual obligations and expectations to optimize the value of those relationships.

- Serve as a liaison and primary point of contact with corresponding roles within payers as needed.
- Train and coach credentialing and enrollment staff to improve professional knowledge and skills, using current technologies and streamlined processes.
- Consciously create a workplace culture that is consistent with the overall organization and that emphasizes the identified mission, vision, guiding principles, and values of InSight + Regroup.
- Maintain transparent and regular communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate phone, web conferencing, email, and regular interpersonal communication. Stay consistently responsive to requests from other departments to keep projects updated.
- Regularly collaborate with other departments to achieve organization-wide goals and objectives including operations, recruitment, clinician management, account management, billing, and finance.
- Other duties as assigned

### **Job Requirements**

- 5+ years of experience within payer enrollment and/or credentialing, including close links to operations and billing
- 1+ years of experience in a supervisory or managerial capacity
- Experience working with a formalized Medical Staff and Credentialing Committee, including adherence to formal policy and procedures
- Experience measuring compliance and identifying deficiencies in file documentation
- Excellent computer skills in a Microsoft Windows environment including intermediate or better Microsoft Excel skills
- Self-starter and solutions orientation
- Outstanding interpersonal skills including employee coaching and development skills
- Ability to prioritize, multitask, and meet deadlines with accuracy and excellence.
- Comfortable working with a remote team

### **Ideal Candidate**

- Bachelor's degree or higher preferred.
- Behavioral health industry experience preferred, particularly in medical staff support or provider relations
- Telehealth experience preferred
- Preferred experience in various credentialing software platforms including Echo OneApp or other Verity products like CredentialStream
- Quality assurance experience auditing provider files for compliance is strongly preferred.

### **Logistics**

- Position available immediately
- Position based in Mt. Laurel, NJ. Remote work can be discussed.

- Full-time, exempt level position
- Reports to the VP, Medical Affairs and Quality or Medical Affairs Director

To apply, please send your resume and a customized cover letter to [InSightHR@in-sight.net](mailto:InSightHR@in-sight.net).