



Position/Job Title: Administrative and Provider Services Coordinator
Reports to: Director of Operations
Posting Date: 08/28/2024
Job Code: 120
Pay Class/Status: Administrative – Non-Exempt

Summary:

Reporting to the Director of Operations, the Administrative and Provider Services Coordinator is a hybrid role, providing high-level administrative services to all staff of IHP as well as coordinating and/or supporting activities related to provider onboarding and credentialing. The Administrative and Provider Services Coordinator is responsible for working independently and in collaboration with others to ensure administrative and credentialing functions are effectively accomplished. This requires timely and collaborative communication, preparation, organization, maintenance, confidentiality and coordination of key projects in accordance with applicable policies and guidelines.

Essential Functions:

Administrative:

1. Demonstrates excellent customer service through administrative support to internal and external parties which includes but is not limited to, answering the main telephone line, taking messages or retrieving messages from voicemail, greeting and directing visitors to appropriate location, and communicating important information.
2. Ensures COVID guidelines are followed for operational compliance as it relates to visitors, as applicable.
3. Coordinates IHP's policy process including the maintenance of the master policy spreadsheet, launching updates timely, recording all policy updates as they occur, and distributing IHP policies to staff, member practices, and health plans as required.
4. Works autonomously coordinating company events or meetings to include attendance reminders, ordering, pick up, and/or setup of catering services/supplies, ensuring appropriate room layout with audio and visual equipment, and preparation, communication, and/or maintenance of electronic/printed materials.
5. Maintains reservations for rooms and other resources in the Microsoft Outlook administrative calendar, schedules meetings, and serves as an internal resource for support regarding virtual meeting platforms and functionality. This includes the maintenance of annual meeting schedules for all of IHP's committees and groups and proactively communicating changes/modifications to appropriate parties.
6. Coordinates and maintains assigned responsibilities on IHP's website or virtual platforms.
7. Prepares and completes mailings, including mail merges and packet assembly; mass mailings include departmental letters, postcards, or other special requests.

8. Manages inventory levels of commonly used office supplies to ensure items are in-stock and/or reordered in a timely fashion.
9. Completes a variety of administrative tasks, including but not limited to, receiving, opening, and routing daily mail; typing correspondence, memos, presentations, forms, tables, charts, schedules, patient reports, and records; and data entry into various information systems.
10. Maintains relationships with IHP's print shop vendors; ensures accurate and timely ordering of necessary printed materials. Periodically completes cost comparison of local printing vendors to ensure cost efficiency of print jobs.
11. Independently coordinates with vendors for routine services such as janitorial services, small equipment service and repair, and mailing services.
12. Maintains and updates organizational records and files, including binders, electronic documents, and scanning and archiving historical documents.
13. Coordinates the distribution of communication materials, including updated policies and procedures, IHP newsletter, and the Monthly Update to appropriate audience, which may include member practices, providers, health plans, IHP's website, and/or IHP staff.
14. Operates a variety of automated and standard office equipment such as personal computers, facsimile machines, calculators, photocopy machines, postage machine, etc.
15. Supports provider Access Audit and other survey processes including preparation of audit tool, preparing and receiving surveys packets for the practices, and recording data.

Provider Services:

1. Verifies credentialing and recredentialing information orally, electronically, and/or in writing in accordance with IHP, regulatory, and certifying body policies and procedures including NCQA and health plans.
2. Maintains a comprehensive knowledge of health plan and governing body requirements related to credentialing and medical office sites, including but not limited to IHP, Michigan Department of Health and Human Services (MDHHS), National Committee for Quality Assurance (NCQA), Utilization Review Accreditation Commission (URAC), and The Joint Commission (TJC). Monitors and evaluates requirements routinely, and coordinates policy changes with the Director of Operations and the Executive Coordinator.
3. Implements process improvement activities as necessary.
4. Maintains paper and electronic credentialing documentation.
5. Maintains a comprehensive knowledge of delegated health plan reporting requirements.
6. Acts as physician and office staff liaison for credentialing and onboarding questions.
7. Assists in the development and maintenance of policies and procedures related to credentialing and provider onboarding and contracting.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Provides back-up to Executive Coordinator for administrative duties.
2. Ensures timely tracking of staff birthdays and routes celebration cards; responsible for annual holiday card mailing.

3. Provides back-up to Provider Services Coordinator related to Credentialing activities
Identifies gaps and inconsistencies in credentialing and recredentialing files, takes appropriate action and/or report such to manager.
4. Collaborates with finance staff related to credentialing billing.
5. Coordinates and collaborates with staff to provide educational opportunities specifically related to credentialing. Contributes to the provider monthly update and IHP Newsletter.
6. Develops ongoing relationships with current and potential IHP clients.
7. Represents IHP on state, regional, and community groups, if applicable.
8. Participates in culture development and building a strong team for delivering IHP's mission.
9. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
10. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
11. Committed to continuing professional development.
12. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program, Code of Conduct, ERISA, HIPAA privacy and transaction and code set requirements, as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
13. Performs related duties as assigned.

Education/Experience:

Required Education and Experience:

1. Associate degree in administrative, business, or health-related field with two (2) or more years of related experience.
2. Proficient in the use of the Microsoft Office suite of products: Outlook, Word, Excel, and PowerPoint.
3. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. Bachelor's degree in administrative, business, or health-related.
2. Three (3) to five (5) years of professional experience, including a strong working knowledge in a health care setting, quality improvement and/or data management.
3. Credentialing, medical terminology and health plan experience.
4. Experience with Microsoft Access.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Communication
Interpersonal skills
Customer relations skills
Computer skills
Microsoft Excel, Word, Access

Analytical skills
Grammar and spelling skills
Critical thinking skills
Organizational skills
Intermediate-Advanced math skills

Demonstrate and maintain high level of accuracy
Accurately type 45-60 words per minute

Time management skills
Conflict resolution skills

Licensure/Certification: N/A

Work Environment:

This job operates in a hybrid schedule between professional office environment and options for working from home. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position requires up to 10 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed. This job may have additional requirements for working on-site or embedded within a member practice or business partner and will be considered an alternate work site. Additional requirements may vary based on facility or regulatory requirements for the alternate work site.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.



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7. Prepares and completes mailings, including mail merges and packet assembly; mass mailings include departmental letters, postcards, or other special requests.

8. Manages inventory levels of commonly used office supplies to ensure items are in-stock and/or reordered in a timely fashion.
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