



JOB DESCRIPTION

Job Title: Medical Insurance Contracting, Credentialing and Billing Manager

FLSA Status: Exempt

Reports To: Operations Director

JOB SUMMARY: Under the supervision of the Operations Director, the Medical Insurance Contracting, Credentialing and Billing Manager will be responsible for the development, negotiation, and maintenance of all healthcare contracts. Key responsibilities include proactively supporting MilkWorks' sales growth through development of new contracts with payers and expansion of services with payers that have existing contracts. The position leads the entire contract process from pre-contract through post-signature phases, and closely collaborates with the Operations Director to ensure staff are informed of new contracts, changes to existing contracts, and updates to the medical and billing policies of the payers. This position manages all aspects of the medical credentialing process and recredentialing process for medical providers. Additionally, this position manages billing specialists and assists with the billing process including assisting in filing claims and managing claims through the denial process as needed.

Essential Duties and Responsibilities include the following as well as other duties and responsibilities that may be assigned:

- Develop, negotiate, and maintain contracts with all payers, e.g., insurance companies, MSOs, IPAs, TPAs and government programs. This includes researching territories to identify gaps with our payer base.
- Actively participate in establishing strategic business goals with the Leadership Team.
- Assure contractual arrangements meet financial targets and legal/regulatory compliance requirements. There will be an emphasis on analyzing cost and utilization data.
- Facilitate the approval process of all contract documents from pre-contract through post signature phases.
- Responsible for the accuracy of supporting documentation for contracts and completing documents accurately.
- Develop and maintain processes that provide timely notification of critical contract events (e.g., renewals, termination and due dates contained within the agreements).
- Maintain existing relationships with contracted providers. Ensure contractual language is kept current; evaluate fee schedule on a yearly basis to identify possible opportunities for additional covered services, medical policy changes and reimbursement.
- Coordinate and communicate contractual terms to the billing department team; ensure staff is informed changes in medical policy & billing policies.
- Conduct on-going assessments of assigned networks and make recommendations for strategic initiatives, goals, and objectives.
- Develop and maintain periodic, e.g., reports on the status of all contracts.
- Ensure accurate data entry of contract specifications and terms into database and completeness of all contracting processes.
- Maintain excellent written and verbal communication with all internal and external customers.
- Effectively and professionally represent MilkWorks to the provider community.
- Manage all contracting audits, administration, and projects, as needed.
- Manage all aspects of medical provider Credentialing and recredentialing process.
- Respond to voicemails, phone, and emails promptly, typically within one business day.
- Other duties as assigned.

General Responsibilities:

- Maintain/copy/replace all contracting files and Credentialing forms and paperwork.

- Perform all duties and responsibilities in a customer service, efficient, team-oriented manner.
- Establish and maintain effective channels of communication and a professional relationship with patients, clinical staff, co-workers, contractors, and outside facilities.
- Use office equipment and materials in a safe and acceptable manner, follow established safety procedures, use appropriate safeguards, and observe common sense rules of safety in all on-the job activities
- Conduct self in manner reflecting the core values of the company, and encourages others to do the same
- Observe strict patient confidentiality in dealing with patients and patient information
- Work from the assigned location with reliable and predictable attendance

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience:

- Minimum of 3 years of relevant experience with DME provider, clinic, physician, and/or primary care contracting required
- Bachelor's Degree or equivalent experience required
- Strong demonstrated knowledge and understanding of healthcare industry, legal and regulatory requirements
- Willingness to actively participate in all aspects of the contract administrative process. This is a hands-on working role in addition to managing staff.
- Exceptional and proven provider partnership skills and interpersonal skills
- Excellent contract negotiation skills
- Ability to develop and deliver presentations to internal and external groups
- Results driven, persistent, able to self-direct and work independently showing initiative, while seeking guidance when appropriate.
- Ability to multi-task, pay close attention to detail and be flexible in a fast paced and growing organization
- Strong organizational and analytical skills
- Demonstrated strength in computer software, e.g., MS Office Suite, PowerPoint, and internet-based research
- Experience working at a medical insurance company, MSO, IPA, TPA highly preferred
- Knowledge of AMD software preferred but not required

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and group situations.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations

Other Skills & Abilities:

- Must be proficient in using technology and software applications
- Must be well organized and possess excellent telephone communication skills
- Must be detail oriented, conscientious, and able to follow through
- Medical terminology or training preferred
- Working knowledge of efficient filing systems, office machines and equipment
- Must be able to adjust tasks in accordance with changing deadlines, emergency calls and priorities
- Must be able to complete tasks and meet deadlines
- Valid driver's license and automobile insurance required

Physical Demands: 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 talk or hear.
- Employee is regularly required to use hands and fingers for typing and filing. The employee is frequently required to reach with hands and arms and occasionally required to stand, walk, stoop, kneel, crouch or crawl
- Employee may lift up to 35lbs; stand and carry items that weigh 10 – 35lbs.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus

Work Environment: work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level in the work environment is moderate
- Stress level in the work environment is moderate to high

Travel: Minimal

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Must be authorized to work in the United States.