

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612

COOK COUNTY HEALTH  
& HOSPITALS SYSTEM  
**CCHHS**

Job Code: 0048  
Grade: 16  
FLSA: Non-Exempt

**Standard Job Description**

Job Title  
Administrative Assistant III

Department  
Medical Staff Services

**Job Summary**

Under the supervision of the Director of Credentialing, the Administrative Assistant III will provide administrative support with credentialing policies and procedures for both Cook County Health & Hospitals System (CCHHS) provider staff and Approved External Providers (AEP). This position will assist with provider enrollment and credentialing tracking for CCHHS providers and CountyCare providers in accordance with Joint Commission (JC) and National Committee for Quality Assurance (NCQA) regulatory standards. Administrative support for Medical Staff Services (MSS) Department resource needs. Provides administrative support to credential and maintain active status for providers with Medicare and Medicaid; and health plans.

**Typical Duties**

- Collects applications from AEP providers; enters data for external queries
- Generates and disseminates reports of AEP's in accordance with CMS and CCHHS policy
- Assists with tracking of Medicare and Medicaid enrollment/revalidation
- Provides administrative support for MSS Director and MSS Department to include, tracking and documenting multiple regulatory agency compliance for CCHHS credentialing and Managed Care
- Assists in tracking and filing Focused Professional Practice Evaluation (FPPE) and Ongoing Professional Practice Evaluation (OPPE) per Joint Commission (JC) and CCHHS policy
- Manages special credentialing projects as assigned

**Reporting Relationships**

Reports to the Director, Medical Staff Services

**Minimum Qualifications**

- High School diploma or equivalent **required**
- Three (3) years of prior experience providing administrative support to a department or a member of management **required**
- Two (2) years of prior experience processing medical staff hospital and/or managed care applications
- One (1) year of experience with one or more of the following activities: scheduling events with multiple participants, timekeeping, updating records and reports **required**
- Intermediate experience in Microsoft Office applications including Excel, Work, and PowerPoint **required**

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### **Preferred Qualifications**

- Bachelor's degree from an accredited college or university, preferred
- Three (3) years' experience with National Committee for Quality Assurance (NCQA) credentialing, survey and accreditation compliance, preferred
- Three (3) years' experience with web based credentialing software, preferred
- Certified Professional Medical Services Management (CPMSM) OR Credentialing Specialist Certification Preparation (CPCS) certification, preferred

### **Knowledge, Skills, Abilities and Other Characteristics**

- Working knowledge of Microsoft Office Suite (Word, Excel, PowerPoint)
- Knowledge of medical terminology
- Working knowledge of Morrissey Credentialing Software (MSOW)
- Excellent verbal, written, and overall communication skills
- Demonstrated problem-solving ability and ability to negotiate complex situations
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the public health community
- Demonstrated competency with scheduling systems, and evaluation systems
- Ability to function autonomously and as a team member on a multidisciplinary team
- Ability to maintain a professional demeanor and composure when challenged
- Ability to make sound discretionary decisions
- Ability to represent CCHHS with tact and diplomacy

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

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 intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Charlene Luchsinger 10/30/15  
[Legibly Print Name & Title of Person Approving the JD] Date

Approval: Charlene Luchsinger 10/30/15  
[Signature of Person Approving the JD] Date

Approval: \_\_\_\_\_  
Gladys Lopez Date  
Chief of Human Resources