



Job Code: 6367
Grade: 23
HCWR: N

Job Title
Medical Staff Credentialing Manager

Department
Medical Staff Services

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Medical Staff Credentialing Manager is responsible for managing the daily operations of the credentialing department for the processing of all health system practitioners and non-practitioners' appointments and reappointments throughout Cook County Health (CCH) and affiliates. The Medical Staff Credentialing Manager is accountable for establishing and implementing an effective credentialing program essential to meet contractual, state, federal and accreditation requirements. The manager serves as a liaison for all pre-assessments and annual audits and provides considerable input into ongoing compliance and re-accreditation. This position is responsible for identifying and recommending initiatives as a result of evaluation of the health plan's activities and member population need with regards to numbers of adequate and qualified providers. In addition, this position provides oversight and guidance to the Credentialing Team.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Manages all aspects of the assignments for initial credentialing, re-credentialing and privileging process, including collection of Focuses Professional Practice Evaluation (FPPE) and Ongoing Professional Practice Evaluation (OPPE) reports:
- Identifies need for and leads staff in development and revision of policies and procedures governing Credentialing
- Oversees Provider credentialing to include development, revision and maintenance processes and tools for support of the Credentialing Process.
- Develops audits for Credentialing activities.
- Oversees credentialing audits using criteria relevant to clinical area and provides recommendations to Department Director and Credentialing Committee. Serves as resource to facilities as needed to facilitate compliance with delegation oversight.
- Conducts validation reviews of Credentialing Team work to ensure accuracy and completeness.
- Oversees the audit process, development of quality improvement reports for analysis of results, development of improvement activities and implementation of corrective actions.
- Assists Director in the organization and operation of the Credentialing Committee/Subcommittees, which includes preparing for presentation.
- Maintains database for Credentialing activities.
- Collaborate with and maintain open communication with all departments within to ensure effective and efficient workflow and facilitate completion of tasks/goals
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree with a minimum of five (5) years prior experience in credentialing within a hospital or managed care organization
- OR
- High School Diploma with college level coursework and a minimum of seven (7) years prior experience in a hospital or managed care organization
- Minimum of three (3) years supervisory or management experience
- Experience with provider enrollment and clinical privileging
- Experience with the MSOW legacy/Verity platform system or an equivalent web-based data



Minimum Qualifications

management program

- Proficiency in Microsoft Office applications

Preferred Qualifications

- Bachelors degree from an accredited college or university
- Certified Provider Credentialing Specialist (CPCS) and/or Certified Professional Medical Services Management (CPMSM)

Knowledge, Skills, Abilities and Other Characteristics

- Exceptional organizational and time management skills, be detail oriented, highly organized and self-directed with excellent written and verbal communication skills.
- Works independently and utilize the knowledge of medical staff bylaws, rules and regulations, national standards and regulatory requirements for assuring application qualifications for membership and clinical privileges within CCH
- Adaptability-Highly adaptable and agile in an exceptionally dynamic and fast-paced environment
- Focus-Ability to thrive within ambiguity
- Relationships-Collaborative; Excellent interpersonal effectiveness; Ability to have critical conversations
- Influence-Ability to achieve successful results with Executive Leaders, Medical Staff and Direct Reports on program and project initiatives
- Skills-Deep understanding and management of Medical Staff bylaws, specialty best practices and strong organizational skills
- Growth Mindset-Humble and self-aware; continuity seeks opportunities to improve self and others
- Problem Solving-Consistently demonstrates good judgement, critical thinking, and creative solutions

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.