



Job Code: 8045
Grade: 24
HCWR: N

Job Title
Director of Medical Staff Office

Department
Medical Administration/ Credentialing/ Verification

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

Job Summary

The Director of Medical Staff Office is responsible for administering medical staff services for Cook County Health (CCH). This entails overall management of credentialing services for physicians and mid-level practitioners; and overseeing privileging services and appeal process for physician and third-party providers. This position is responsible for maintaining continued accreditation and compliance with Federal, State and regulatory requirements. Serves on the Credentialing Committee and advises the leadership team on credentialing and privileging regulatory compliance, policies and procedures. Manages the medical services staff and oversees the accreditation compliance budget.

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

- Leads the management and operations of the Medical Staff Office for credentialing verification, privileging and physician enrollment for CCH and Managed Care Providers
- Ensures timely and proper credentialing and re-credentialing for all Medical Staff with clinical privileges
- Oversees the maintenance of the credentialing database and Physician Directory
- Researches and recommends information system enhancements to improve the retention and retrieval of credentials
- Obtains temporary admitting or consulting clinical privileges with appropriate department chair. Assists practitioners and physicians inquiring about and applying for Medical Staff privileges. Follows through with applications to the appropriate departments/committees
- Analyzes and formulates Credentialing and Privileging Policies and Practices. Stays current and knowledgeable on legal and regulatory requirements
- Serves as an expert resource on regulatory compliance. Advises Leadership Team on minimizing risk and limiting liability
- Supports the Medical Departments with the on-boarding process for Physicians, Mid-Level Practitioners and third-party Providers. May also assist in the orientation program Prepares and oversees budget for Credentialing such as certifications and licensure
- Manages the Credentialing and Privileging Services staff

Reporting Relationship

Reports to the Chief Medical Officer

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- Active Certification by the National Association of Medical Staff Services (NAMSS) as a Certified Professional Medical Services Management (CPMSM) or Certified Professional Credentialing Specialist (CPCS) or the ability to obtain an active certification within eighteen (18) months of starting this employment
- Seven (7) years of full-time experience in Medical Staff Services, Medical Staff Credentialing, and Provider Privileging in a hospital or health system



Minimum Qualifications

- Three (3) years of experience managing staff

Preferred Qualifications

- Master's Degree from an accredited college or university
- Three (3) years of experience with Health Plan Credentialing and Privileging

Knowledge, Skills, Abilities and Other Characteristics

- In depth knowledge of and the ability to interpret Federal and State Credentialing regulations

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.