



Job Code: 9375

Grade: 19

HCWR: N

Job Title

Provider Relations Representative

Department

Health Plan Services

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

Job Summary

The Provider Relations Representative supports, develops and maintains service relationships with contracted and non-contracted providers. contracted or non-contracted such as (primary care and specialty physicians, skilled nursing facility, and durable medical equipment providers) of a provider network. Responds to inquiries from health care providers regarding a variety of topics, i.e., policy changes, universal enrollment, provider portal, bulletins, etc. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Typical Duties

- Responsible for the day-to-day interaction with contracted and non-contracted providers of the health plan.
- Accountable for the daily maintenance of provider relationships with all contracted PCP, PCP group, specialist and specialty group providers, hospital, skilled nursing, ancillary, allied health, dental, vision and other contracted groups of health plan.
- Develops relationships with non-contracted entities serving health plan members explaining limitations and policies around serving enrolled members of health plan.
- Arranges for the capture and distribution of monthly/quarterly provider data submission for contracted entities of health plan.
- Responsible for educating new and current providers on health plan policies including provider manual, quick reference guides, provider directory accuracy and payment policy updates
- Responsible for reviewing and suggesting updates of all public/website information for providers monthly to ensure health plan is compliant with regulatory policies.
- Works with provider data management to ensure provider data information is properly loaded and codified.
- Organizes reports on provider cost and outcome data at joint operating committee meetings with specific designated providers.
- Provides assistance to contracting team in identification of new providers for participation in health plan network.
- Coordinates with third party administrators, If applicable.
- Identifies and recommends appropriate changes in operating procedures and systems that might be required to accommodate provider contracts.
- Captures and sends quarterly management reports to assigned participating groups allowing them to manage their success within the Cook County Health (CCH) provider network.
- This position may require some travel within CCH service area.
- Performs other duties as assigned.



Minimum Qualifications

- Bachelor's degree from an accredited college or university
- One (1) years of prior experience in Provider Relations within a healthcare organization or health plan
- Prior experience working with contracted and non-contracted providers in Medicare, Medicaid, Market Place (i.e., Affordable Care Act), Commercial and/or Medicare Medicaid Alignment Initiative
- Proficiency with Microsoft Office (i.e., Excel, Word)
- Position requires local travel for which the employee must possess a valid driver's license and insured vehicle or otherwise provide an acceptable and reliable means of transportation

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Strong problem-solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes.
- Strong interpersonal skills are critical as this position works closely with health plan network provider, and internal members of the managed care leadership team, and other members of CCH leadership.
- Strong verbal and written communication skills as this position will frequently present data, trends, and performance results to members of upper management and CCH leadership.

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.