

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Position Title:	Credentialing Clerk
Department:	
Reports To:	Credentialing Specialist
Directs:	N/A
EEOC:	Professional
FLSA Status:	Hourly
Salary Range:	\$ (low) – \$ (mid-point) – \$ (high)

JOB SUMMARY:

Under the direction of the Credentialing Specialist, the credentialing clerk is responsible for process application and reappointment applications, checking for completeness and accuracy and ensuring that all information meets the federal and state guidelines. They constantly collect and process significant amounts of verification and accreditation information and thus must maintain and update accurate files and databases for both practitioners and facilities. These databases include pertinent education, training, experience and licensure content.

ChapCare's Expectations of all Employees

- Adheres to all of ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with his/her immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities:

- Coordinates with the Human Resource department in collecting and verifying Clinical Staff documentation
- Processing initial and reappointment applications through various IPA, Health Plans, State and Federal Programs
- Tracks due dates, monitors email and routes documentation to Human Resource and IPA, Health in accordance with ChapCare policies and procedures, Joint Commission standards, National Commission for Quality Assurance (NCQA) standards, state and federal regulations.
- Maintaining paper and electronic confidential credentialing files for all members of the Clinical Staff. Generating standard or routine reports using the medical staff database. Creating and producing verification for House Staff Training.
- Coordinates with clinical staff to gather expiring documents including Medical Licenses, Federal Drug Enforcement Agency (DEA) certification, ACLS/BLS, and malpractice face sheets.
- Review and analysis of practitioner applications and accompanying documents, ensuring applicant eligibility.
- Conducts thorough background investigation, research and primary and secondary source verification of all components of the application file.
- Identifies issues that require additional investigation and evaluation, validates discrepancies and ensures appropriate follow up.

- Prepares credentials file for completion and presentation to ChapCare Credentialing Committees, ensuring file completion within time periods specified.
- Processes requests for privileges, ensuring compliance with criteria outlined in clinical privilege descriptions.
- Assists with managed care delegated credentialing audits; conducts internal file audits.
- Performs miscellaneous job-related duties as assigned.
- Coordinates Clinical staff training required for Credentialing and Privileging
- Coordinates with Human Resources department regarding audit preparation, staff training and compliance
- Other duties as assigned by the Credentialing Specialist and the CAO.

Qualifications:

- Associates degree or equivalent experience
- Minimum 1-3 years' experience in related field
- Previous experience working in an clinic, hospital or health plan preferred

Skills & Knowledge

- Excellent verbal and written communication skills, strong organizational, computer, and interpersonal skills
- Knowledge of
- Requires excellent interpersonal skills and the ability to interact effectively with medical staff, outside agencies
- Bilingual (English/Spanish) skills preferred.
- Requires excellent analytical, problem-solving, and organizational abilities,
- Displays courteous and professional behavior in all interactions
- Displays flexibility in accepting, changing, or carrying out assignments
- Displays sensitivity in a multi-cultural environment
- Traveling required

Physical Demands/Working Conditions

The 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 may be required to drive to all **ChapCare** facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Community Health Alliance of Pasadena (ChapCare) is an Equal Opportunity and Affirmative Action Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to their race, color, creed, religion, ancestry, national origin, sex, sexual orientation, gender identity, age, disability, marital status, family responsibilities, pregnancy, genetic information, veteran or military status.

This job description is a summary of duties which you as an employee are expected to perform in your assignment. It is by no means an all-inclusive list, but is merely a broad guide to expected duties. As an employee you should understand that a job description is neither complete nor permanent; it can be modified at any time. Also, at the request of management, any employee may be asked and expected to perform additional duties, responsibilities, or project without notice.

ACKNOWLEDGEMENT OF RECEIPT

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

Employee Name

Employee Signature

Date