

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

Position Title: Credentialing Supervisor
Department:
Reports To: Chief Administrative Officer

JOB SUMMARY:

Under the direction of the Chief Administrative Officer, the Credentialing Supervisor is responsible for managing application processing 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.

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:

- Bachelor's degree or equivalent experience

- Minimum 3-5 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