



Marshfield Clinic
HEALTH SYSTEM

JOB DESCRIPTION

POSITION TITLE: Provider Relations Specialist

POSITION NO: 1484

JOB SUMMARY

The Provider Relations Specialist works in cooperation with the Contracting Manager – Marshfield Clinic Health System Provider Network and other department and organization colleagues to deliver superior service to our comprehensive network of affiliated health care providers. This individual serves as the primary liaison between Security Health Plan (SHP) and affiliated providers for escalated and contractual issues across various lines of business, with limited supervision. The Provider Relations Specialist is responsible for relationship management activities for hospital, professional, vendor, care system and/or ancillary providers including: development and execution of issue escalation strategies, educational programs, onsite visit criteria, special initiatives, and building and preserving strong provider relationships.

ESSENTIAL JOB FUNCTIONS

1. Oversees moderately complex provider relations and service interactions within Security Health Plan (SHP), including claim or policy questions related to contractual terms, provider portal enhancements, provider payment set up, and provider education program development, with limited supervision.
2. Serves as main point of contact for affiliated providers across all lines of business, and is a resource for moderately complex operational issues to ensure provider has positive interaction.
3. Has proficient understanding of SHP product lines, markets, and affiliated provider contractual terms, including complex reimbursement and value based terms.
4. Develops the content and maintenance of the Provider Manual, Provider Newsletters and other provider correspondence and collateral material.
5. Organizes and conducts meetings with affiliated physicians, hospitals, ancillary providers and vendors to maintain relationships, conduct regulatory site visits, provide education, identify potential issues for improvement, and relay updated contractual information, such as value based contracting outcomes.
6. Collaborates to educate providers when SHP implements vendor solutions that impact providers, and assists with resolution of identified issues.
7. Investigates and develops plan to resolve escalated provider issues, complaints and contractual payment inquiries of moderate complexity, as well as provider non-compliance with National Committee for Quality Assurance (NCQA) standards by coordinating data analysis to identify root cause of concern, while maintaining documentation of such activities.
8. Maintains documentation of provider relations policies and procedures, as well as provider quality of care and service complaints, working collaboratively with Health Services to resolve such complaints.

9. Assists with process documentation and project work for NCQA, Health Effectiveness Data and Information Set (HEDIS), and other accreditation requirements to ensure SHP meets its regulatory compliance.
10. Assists with SHP's application and credentialing process to maintain compliance with industry standards and SHP organizational goals.
11. Participates on assigned committees and meetings to provide ongoing feedback using market conditions, industry trends, and provider insights.
12. Builds relationships that nurture provider partnerships.
13. Regular attendance is required in order to carry out the essential functions of the position.
14. Reviews and meets ongoing competency requirements of the role to maintain the skills, knowledge and abilities to perform, within scope, role specific functions.

ADDITIONAL DUTIES

1. Other duties as assigned.

JOB QUALIFICATIONS

EDUCATION

For positions requiring education beyond a high school diploma or equivalent, educational qualifications must be from an institution whose accreditation is recognized by the Council for Higher Education and Accreditation.

Minimum Required: Associate degree or 60+ credits in health care, business, marketing, education, or related field.

Preferred/Optional: Bachelor's degree in business administration, accounting, health care, finance, or related field.

EXPERIENCE

Minimum Required: Three years' experience in a medical group practice or health insurance/Health Maintenance Organization (HMO) environment. Experience with healthcare claims and insurance reimbursement methods, and understanding of contract terminology. Working knowledge of health care delivery systems and concepts of managed care. Demonstrated proficiency with the Microsoft Office suite. Excellent written and verbal communication skills. Demonstrated ability to take initiative, utilize critical thinking, and bring forth solutions to identified issues.

Preferred/Optional: Experience in provider relations, including well-defined communication skills and a demonstrated aptitude for communicating with both business users and technical staff. Strong interpersonal, problem solving and relationship building experience. Credentialing or claims experience preferred.

CERTIFICATIONS/LICENSES

The following licensure(s), certification(s), registration(s), etc., are required for this position. Licenses with restrictions are subject to review to determine if restrictions are substantially related to the position.

Minimum Required: None

Preferred/Optional: None

PATIENT POPULATIONS SERVED

Individuals hired are expected to serve patients of different ages, backgrounds, etc. When performing the essential functions of the role, the individual must identify the patient age group to be served and apply the appropriate care based on the patient’s age and background. The hiring manager is responsible for communicating the patient population generally encountered in the role and is responsible for ensuring the appropriate cultural, age and related training needed to serve the patient populations.

Check appropriate patient age group(s) served or select “Not Applicable”						
<input type="checkbox"/> Infant	<input type="checkbox"/> Toddler	<input type="checkbox"/> Child	<input type="checkbox"/> Adolescent	<input type="checkbox"/> Adult	<input type="checkbox"/> Older Adult	<input checked="" type="checkbox"/> Not Applicable

EXCLUSION FROM FEDERAL PROGRAMS

Employee may not at any time have been or be excluded from participation in any federally funded program, including Medicare and Medicaid. This is a condition of employment. Employee must immediately notify his/her manager or the Clinic’s Compliance Officer if he/she is threatened with exclusion or becomes excluded from any federally funded program.

ORGANIZATIONAL COMPETENCIES

- Patient Centered
- Trust
- Teamwork
- Excellence
- Affordability

SPECIAL FACTORS				
Expected Travel and Shift Factors of the Role	Expected Frequency Individual Will Be Requested of Travel and Shift Factors in the Role			
	Frequently Required	Occasionally Required	Seldom Required	Unlikely
Day travel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight travel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-call shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holiday shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>All employees’ hours are scheduled according to the needs of the department. Occasional changes to Scheduled hours may be necessary when required by workload or departmental deadlines. May require additional hours based on workload, low staffing or emergency situations.</i>				

PHYSICAL DEMANDS					
Expected Physical Demands of the Role	Expected Frequency Individual Will Perform the Physical Demands in the Role				
	Continuously (67 – 100%)	Frequently (34 – 66%) <i>2 ½ to 5 hours of 8 hour work day</i>	Occasionally (11 – 33%)	Seldom (0 – 10%)	Not Present

	<i>Greater than 5 hours of 8 hour work day</i>		<i>50 minutes to 2 ½ hours of 8 hour work day</i>	<i>Less than 50 minutes of 8 hour work day</i>	
Bend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry 10 pounds or less for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry less than 35 pounds for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift greater than 35 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pivot waist and neck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push and pull 50 pounds or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Push and pull greater than 50 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach less than 5 feet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach higher than 5 feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit with back support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit without back support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand Unsupported	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wrist flexion/extension	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All employees are required to utilize proper body mechanics, lifting and moving techniques and/or request assistance from additional staff before attempting to lift any weight outside of their physical capabilities and/or provider ordered restrictions. Actual weight(s) of individuals or items to be lifted vary substantially and must be carefully assessed by staff before attempting a lift to minimize the risk of employee injuries and ensure patient safety.

Hearing and Vision	Requirement	Not a Requirement
Normal vision with/without correction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Color vision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Normal hearing with/without correction	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENTAL FACTORS					
Expected Environmental Factors of the Role	Expected Frequency Individual Will Be Exposed to Environmental Factors Demands in the Role				
	Continuously (67 – 100%)	Frequently (34 – 66%)	Occasionally (11 – 33%)	Seldom (0 – 10%)	Not Present

	<i>Greater than 5 hours of 8 hour work day</i>	<i>2 ½ to 5 hours of 8 hour work day</i>	<i>50 minutes to 2 ½ hours of 8 hour work day</i>	<i>Less than 50 minutes of 8 hour work day</i>	
Works indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Uses a computer monitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works at unprotected heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works with explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to biological agents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust, fumes, smoke, gases, odors, mists or other irritating particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to excessive noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to extreme hot or cold temperature and/or changes in humidity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to radiation or electrical energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to slippery or uneven walking surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to solvents, grease or oils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Around moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operates moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other special conditions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>All employees are required to appropriately dress is based on the area the position resides in and must follow the Marshfield Clinic Health System Personal Appearance (Dress Code) policy and other applicable departmental policies.</i>					

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and additional job functions include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-

related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

CREATED BY: Director of Payor Strategy & Network Contracting

DATE CREATED: 3/15/23