

**EL CENTRO FAMILY HEALTH  
JOB POSTING**

**DATE:** July 31, 2018  
**TITLE:** Credentialing Assistant  
**FTE:** Full-Time/Non-Exempt  
**SITE:** Administration  
**SUPERVISOR:** Jerome Williams, Chief Operations Officer

**RESPONSIBILITIES:**

Under supervision of the Chief Operations Officer, the Credentialing Assistant supports the credentialing process for clinical practitioners as required for practice in ECFH clinics and/or programs. The Credentialing Assistant coordinates the assigned aspects of credentialing and primary source verification for practitioners and affiliate health delivery organizations adhering to ECFH policy and procedure. Monitor and update all appropriate information maintaining complete data for practitioners CAQH profiles and ECFH documentation. Track internal and affiliate credentialing stages, verifying all effective dates for practitioners by contacting insurance affiliates and external entities for updates; documenting detailed status updates in the practitioner credentialing binder. Obtain written notification of effective dates from affiliates via email, fax or postal delivery. Adhere to all credentialing process and procedures in accordance with established regulatory and policy requirements. Review all internal and externally-distributed rosters verifying accuracy of all details and information. Track expiration/renewal dates for all practitioners required compliance licensing; notify practitioner in a timely manner when action is required. Actively initiate cross-training for baseline proficiency of all Credentialing Department duties.

**EDUCATION:** High school diploma or GED

**EXPERIENCE:** Minimum of two (2) years experience directly related to the areas of customer service and/or office management or administrative support in a credentialing or health care insurance office setting.

OR

Associate's degree with at least six (6) months of administrative experience in a credentialing or health care credentialing insurance office setting may be substituted for the above experience requirements.

**PREFERRED:** Experience working as a credentialing assistant in a medical staff office, health plan or medical group setting. Knowledge of provider credentialing principles and processing, including knowledge of New Mexico State and insurance company regulations, policies, guidelines and standards, including outpatient facility licensure regulations and requirements. .

**KNOWLEDGE, SKILLS AND ABILITIES:**

- 1) Ability to make administrative and procedural decisions and judgment on sensitive confidential issues.
- 2) Ability to develop and maintain filing and record keeping systems.
- 3) Knowledge of provider credentialing principles and processing, including knowledge of New Mexico State and insurance company regulations, policies, guidelines and standards, including outpatient facility licensure regulations and requirements.
- 4) Excellent verbal and written communication skills with the ability to compose grammatically correct business letters and other documents requiring limited review.
- 5) Intermediate-level knowledge/expertise with Microsoft Office Suite, desktop computing, peripherals and network-based computing resources.
- 6) Knowledge and skill in the configuration and use of computerized database programs.
- 7) Strong interpersonal and communication skills communicating clearly and concisely with departmental colleagues and affiliate organizations.
- 8) Ability to work effectively with a wide range of constituencies in a diverse community.
- 9) Ability to organize and prioritize work, managing multiple priorities.
- 10) Excellent attention to detail.
- 11) Ability to research and analyze data.
- 12) Ability to work independently with minimal supervision.
- 13) Ability to establish and maintain effective working relationships with providers, management, staff and contacts outside the organization.
- 14) Ability to handle stress in a professional manner.
- 15) Travel may be required.
- 16) Maintain valid driver's license and clearance for unrestricted automobile insurance coverage pursuant to NM State law.
- 17) May be required to work a flex schedule to meet deadlines, and or attend Mandatory meeting/trainings.

**EOE/M/F/D/V/Drug-Free Workplace**

Interested individuals must submit Cover Letter, Resume and an updated Employment Application to Human Resources via e-mail at: [hr@ecfh.org](mailto:hr@ecfh.org) or mailed to PO Box 158 Española, NM 87532, ATTN: Samantha Carlson HR Tech.

**DEADLINE: Open until filled**