



Credentialing & Enrollment Manager

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Credentialing & Enrollment Mgr - ACO Operations 001 - Full-Time, Day - St. Mary's-Riverfront - Saginaw, MI

Why Join Ascension?

In Michigan, Ascension operates 16 hospitals and hundreds of related healthcare facilities that together employ over 20,000 associates. Across the state, Ascension Michigan is working together to help bring patients more resources and better care. Ascension Michigan is also committed to its community; it provided over \$272 million in community benefit and care of persons living in poverty in FY2018. Ascension Michigan is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities.

Ascension is a faith-based healthcare organization dedicated to transformation through innovation across the continuum of care. As one of the leading non-profit and Catholic health systems in the U.S., Ascension is committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. In FY2019, Ascension provided \$2 billion in care of persons living in poverty and other community benefit programs.

Ascension includes more than 150,000 associates and 40,000 aligned providers. The national health system operates more than 2,600 sites of care – including 150 hospitals and more than 50 senior living facilities – in 20 states and the District of Columbia, while providing a variety of services including clinical and network services, venture capital investing, investment management, biomedical engineering, facilities management, risk management, and contracting through Ascension's own group purchasing organization.

What You Will Do

As an Associate with Ascension St. Mary's of Michigan-MI, you will have the opportunity to:

Develop and oversee Physician Hospital Organization (PHO) credentialing process & point person to interact with external payers related to physician contract participation, claims management, authorization issues, etc.

Oversees the following:

PHO Credentialing Committee:

- Lead in credentialing activities provided through third party verification process
- Acts as a subject matter expert for credentialing & delegated credentialing activities
- Validation of the physician credentialing data with PHO credentialing policies/procedures
- Credentialing/Re-credentialing committee support
- Manages and follow up on open Issues

Payer Onboarding Lead:

- Develop and oversee payer onboarding process design for physicians that contract through the PHO - Payer contract
- Develop and execute annual physician demographic audit process to validate inputs provided to payers

Payer Relations Liaison:

- Act as primary contact and maintain positive payer relationships
- Lead for complex claims/issue resolution and management with payers
- Provide physician and office staff support for payer issue management
- PHO Provider Database System Management:
- Provider database management system support
- Verification and maintenance of provider database elements to include as examples: demographics, licenses etc.
- Prepares reports/rosters for end user applications (required by Payers to feed into their provider directory and claims payment system)
- Assists in network assessments and special database reporting requests from payers

Responsible for leading timely, efficient, and accurate credentialing and enrollment of employed providers with the applicable payers and products.

Responsibilities:

- Develops credentialing and enrollment workflows, protocols, and procedures for distribution and implementation across all ministries; ensures appropriate training and compliance.
- Identifies and implements opportunities to improve credentialing timelines and provider satisfaction.
- Develops and maintains resources to make providers' plan participation statuses readily available to functional teams.
- Monitors and reviews ministry credentialing and enrollment dashboards and credentialing A/R reports and helps establish action plans to resolve system and/or payer set up issues.
- Conducts hiring, training, directing, development and evaluation of staff.

What You Will Need

Licenses/Certifications/Registration:

- **Required Credential(s):**
 - None Required.

Education:

- Diploma
 - High school diploma/GED with 2 years of experience, or Associate's degree, or Bachelor's degree required

Work Experience:

- 3 years of experience required. 3 years of experience working in an HMO or with managed care business is preferred. 5 years of experience preferred. 1 year of leadership or management experience preferred.

Equal Employment Opportunity

SMOM/SJHS provide Equal Employment Opportunities (EEO) to all associates and applicants for employment without regard to race, color, religion, gender, national origin, age, disability, genetic information, marital status, amnesty, any other legally protected status or status as a covered veteran in accordance with applicable federal, state and local laws. SMOM/SJHS complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Please note that Ascension will make an offer of employment only to individuals who have applied for a position using our official application. Be on alert for possible fraudulent offers of employment. Ascension will not solicit money or banking information from applicants.



Ascension

Job ID: 414792

Category: Finance

Ministry: Ascension St. Mary's and Ascension Standish, MI

Location: Saginaw, MI

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