



POSITION DESCRIPTION

Position Title: Provider Relations Representative **Dept:** Provider Network

Reports To: Director of Provider Network and Contracting **Date:** July 2021

Skill Sets: Proficient in basic computer software applications, including Microsoft Office Suite; solid oral and written communication skills; ability to interact with a wide variety of personality styles; skilled in problem solving; well-developed planning and organizational skills as evidenced by the ability to manage several activities concurrently.

Education/Experience:

Required: Associate degree in health care or business related; at least 3 years' experience in a health care delivery setting (i.e. physician group practice, health insurance, HMO or community service agency);

Preferred: Bachelor's degree in health care or business-related field preferred. Solid understanding of the local provider community and competing managed care organizations; Knowledge of claims adjudication process, general coding and billing rules; Knowledge of both State Public Programs and Medicare products preferred.

Primary Function

The Provider Relations Representative is responsible for the development and maintenance of positive working relationships with South Country Health Alliance (South Country) providers (contract and non-contract). This individual will serve as the primary liaison between providers, South Country staff, county representatives and South Country's third-party administrators in all matters pertaining to or affecting provider relationships. This individual is called upon to resolve a variety of issues and problems being experienced by providers; resolution will require independent thinking, research, problem solving, information gathering, and decision making.

Essential Accountabilities

1. Works collaboratively with providers, South Country staff and contracted third party administrators (TPA) to build and maintain positive relationships with providers to meet member and organizational needs.
2. Resolve, track, and report issues that providers have encountered, coordinating resolution with internal staff and subcontractors where appropriate, communicating solutions to providers within appropriate time frames while maintaining current, accessible, and useful records of all activities.
3. Collaborates with South Country departments to ensure regulatory changes and updates in

information from Department of Health and Human Services (DHS), Minnesota Department of Health (MDH), Centers for Medicare and Medicaid Services (CMS) and South Country is shared with providers in a timely manner.

4. Actively participates in the identification and resolution of provider operational issues, which may include conducting site visits to discuss areas of concern and identify ongoing needs to foster provider relationships.
5. Review and determine if claims are being processed properly according to contracts and current methodologies that payment decisions are appropriate in order that provider services are being reimbursed accordingly.
6. Develops and implement communication with providers (including administrative provider manual, provider newsletters, and educational programs, etc.) to enhance the understanding of South Country's program and administrative requirements.
7. Other duties as assigned within the scope, responsibilities, and requirements of the job

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills:

Must be able to read and write in English.

Computer Skills:

Must have strong computer literacy skills to operate various Microsoft Office software applications, access and navigate through applicable websites and databases to complete the utilization review process and maintain data accuracy in accordance with various requirements.

Mathematical Skills:

Must have sufficient mathematical skills to perform basic numeric functions.

Accuracy:

Considerable accuracy and attention to detail is required of this position. Lack of attention to detail and/or omissions could damage effective working relationships with valued providers.

Reasoning Ability:

Must understand cause and effect relationships and be able to draw conclusions from data, regulatory requirements, and past practice. Considerable independent judgment is required to arrive at appropriate decisions regarding provider relationships and member service.

Physical demands:

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 is regularly required to talk or hear. The employee frequently is required to sit, sometimes for extended periods of time. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The characteristics of the work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low.

Travel Requirements:

Must be able and willing to travel as needed, which may include overnight stays. Employees in this position, working remotely, must be able to be onsite at South Country's main offices approximately 1 day / month, or more often as the need arises.

Contacts

This position has daily contact with providers, DHS, and TPA representatives and with personnel from several South Country Departments and maintains, at a minimum, satisfactory relationships with all these individuals, which is essential. This position requires highly effective relationship management skills in working externally with the South Country provider network and TPAs to meet departmental and overall business goals. This may include collaboration in executing established policies, discussion of ways to reach agreed-upon objectives and securing compliance with approved procedures.

Financial Impact

This position's day-to-day interactions with providers, problem solving pertaining to claims adjudication and education provided on South Country programs can and does have an influence on South Country's ability to maintain an accessible network of contracted providers which can influence South Country's medical costs/expenses.