Non-Union Exempt Position Summary

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**POSITION TITLE:** Provider Services Representative  **DATE:** June 2020

**DIVISIONS:** Operations

**REPORTS DIRECTLY TO:** Sr. Director of Network Management

**POSITION PURPOSE**

The Provider Services Representative accurately maintains the Fulcrum provider database and supports Fulcrum’s network providers; researching inquiries, communicating with providers via telephone, email, mail, and fax, developing and maintaining provider educational materials, and participating in quality improvement activities.

This position maintains current knowledge of and complies with policy, procedures and regulatory requirements in the organization, as well as regulatory and customer requirements for day-to-day activities and projects.

The Provider Relations Representative reports directly to the Sr. Director of Network Management and works collaboratively with credentialing, clinical team, Account Manager, CAG coordinator, and others.

**ACCOUNTABILITIES:**

- Maintain Fulcrum provider database
  - Complete data entry into Cactus, following policies and procedures to maintain data integrity
  - Perform QA activities for health plan and internal Fulcrum provider directory files
  - Assist in resolving issues with provider master interface to the claims processing system
- Perform Provider Services activities
  - Handle inbound inquiries within expected turnaround times
  - Assist providers with problem resolution
  - Conduct outreach to providers
  - Generate letters to providers
  - Create FAQ’s and education materials
- Coordinate publication of provider materials on Fulcrum portals (i.e., administrative procedure tools, provider manual, provider billing training, etc.)
- Participate in Quality Improvement initiatives
Perform routine monitoring of provider database accuracy
Compile routine network management operational statistics

- Policies and procedures
  - Document and maintain work instructions

- Credentialing
  - Participate in credentialing quality assurance process.

- Other duties as assigned.

REQUIRED QUALIFICATIONS: *(Minimum qualifications needed for this position)*

- Minimum 3 years of experience in coordinating and managing administrative business processes
- Project management skills
- Effectively prioritize and execute tasks
- Knowledge and experience with MS Excel, Word, and Outlook
- Strong attention to detail
- Customer service skills
- Strong verbal and written communication skills
- Critical thinking, analysis and problem solving
- Ability to maintain composure in stressful situations
- Project a professional business presence and appearance

PREFERRED QUALIFICATIONS:

- BA degree business or related field
- Experience in a network management role with a health plan
- Experience with Cactus

DIRECT/INDIRECT REPORTS:
Number of direct reports and titles: 0
Number of indirect reports: 0