

BEHAVIORAL HEALTH CREDENTIALING SPECIALIST

Definition:

Under general supervision, maintain complex credentialing activities associated with all applicable Kern Behavioral Health and Recovery Services (KernBHRS) employees, contracted organizational providers, provider groups, and individual practitioners in accordance with applicable state and federal laws, and departmental policies for KernBHRS.

Distinguishing Characteristics

The Credentialing Specialist position is the entry level in the Credentialing Specialist classification series. Incumbents perform job duties related to the credentialing and re-credentialing process associated with applicable KernBHRS employees and contracted providers. Additionally, responsible for a variety of support activities in the operation of the functions of the Credentialing Team or Senior level staff.

Essential Functions:

- Coordinates credentialing/re-credentialing processes of applicable KernBHRS employees, contracted organizational providers, provider groups, and individual practitioners; monitors the processes to assure compliance with regulatory standards and federal managed care requirements.
- Professional liaison between Senior Credentialing Specialist, Medical Directors, contracting team, Human Resources, contracted providers, contracted providers office staff and other persons or businesses necessary to ensure all providers are properly credentialed according to federal managed care requirements.
- Import applications and enter data into the credentialing database.
- Obtain verifications, run queries, reviews and assess all verifications to determine the eligibility of applicants to meet criteria for employment with the mental health plan.
- Initiates extensive investigation into the applicant's background, education and work experience through the use of on-line systems, written correspondences, telephone inquiries and printed reference guides and reports.
- Assists staff with the credentialing process by providing guidance on how to complete/submit required forms.
- Keeps all credentialing files and credentialing database current and complete.
- Maintains confidential logs, files, records, bylaws, rules and regulations, policy and procedure records in accordance with applicable regulations.

- Prepares, distributes and processes re-credentialing forms; follows-up as necessary and respond to employee complaints regarding credentialing issues.
- Completes special projects, as assigned; composes and prepares correspondence.
- Keeps abreast and assures compliance with current laws, regulations, policies, procedures and guidelines as they relate to staff/practitioners credentialing and privileging process.
- Provides staff support to Senior staff as necessary.
- May greet the public and assist with meetings and functions, as necessary.
- Performs other job-related duties as required.

Employment Standards:

Two (2) years of experience providing administrative support to medical and/or management staff in a healthcare/behavioral health environment, which must include a minimum of one (1) year experience directly related to medical staff credentialing.

Possession of a valid Class C California driver's license is required.

Knowledge of: State and legal requirements and recommendations referencing the credentialing and reappointment process; Microsoft Word, Excel and Microsoft Outlook, data base management, general office equipment.

Ability to: organize workload, set priorities and meet critical deadlines; use initiative and independent judgment within established guidelines; understand and follow oral and written instructions; develop and maintain communication and a professional working relationship with various agencies and institutions, behavioral health staff and a variety of contracted personnel; meet and deal tactfully with the public and others.

Applicants may be required to pass an extensive background investigation and be fingerprinted.

Incumbents may be required to work flexible hours including evenings and weekends.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.