

Job Family	Clinical Support Services	Job Summary	Involves coordinating employed and contracted billable provider's and facilities initial enrollment and revalidation process with third party payers, out of state Medicaid and Medicare. Maintains database for hospital, group and billing providers and provides reports as requested. Researches claim denials related to provider enrollment / credentialing issues.	
Job Function	Provider Enrollment			
Category	Management			

Job Level	Manager 1	Manager 2	Manager 3	Manager 4
Job Title	Provider Enrollment Manager 1			
Job Code	6793			
Tracking Code	A1985			
Per. Program	MSP	MSP	MSP	MSP
FLSA	Exempt	Exempt	Exempt	Exempt
Generic Scope	Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.	Oversees through subordinate managers a large department or multiple smaller units, OR manages a highly specialized technical function / team. Has significant responsibility to achieve broadly stated goals through subordinate managers. Determines objectives, directs programs, develops strategies and policies, manages human, financial, and physical resources, and functions with a high degree of autonomy. Proactively assesses risk to establish systems and procedures to protect organizational assets. Determines strategies for a program with organization-wide impact.	Oversees through subordinate Managers one or more large, complex departments or business units with multiple functional disciplines / occupations, OR manages a program, regardless of size, that has critical impact upon the organization as a whole, such as most or all of a campus, medical center, UCOP or the UC System. Has significant responsibility for formulating and administering policies and programs, manages significant human, financial, and physical resources, and functions with a very high degree of autonomy. Oversees through subordinate Managers the accountability and stewardship of department resources and the development of systems and procedures to protect organizational assets.	Directs through subordinate managers multiple large and complex critical programs impacting broad constituencies across major portions of the organization. Identifies objectives, manages very significant human, financial, and physical resources, and functions with an extremely high degree of autonomy. Accountable for formulating and administering policies and programs for major functions. Operational or program results can affect overall organization-wide performance and reputation. Directs through subordinate managers the development of strategic goals and objectives to achieve accountability and stewardship of university resources in a manner consistent with system-wide objectives and initiatives.
Custom Scope	Manages provider enrollment operations including administrative and budget management. Monitors overall quality and efficiency of enrollment and revalidation processes. Focuses on staff performance, work quality, and achievement of department objectives.			
Key Resp 01	Provides leadership, direction, and establishes priorities for staff related to accurate and timely provider enrollment and revalidation for government and commercial health plans.			
Key Resp 02	Establishes department performance and quality metrics. Monitors staff performance to ensure work meets established requirements.			
Key Resp 03	Ensures compliance with all state and federal billing regulations. Interprets policies and regulations to resolve compliance and / or			

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	operational issues.			
Key Resp 04	Provides input for short and long-range provider enrollment objectives. Assists in developing and maintaining provider enrollment policies and procedures.			
Key Resp 05	Develops processes to meet changing federal, state, and payer enrollment requirements. Predicts impact and mitigates risk.			
Key Resp 06	Coordinates with business units and health plans to improve processes and minimize enrollment delays. Develops and implements process improvement initiatives.			
Key Resp 07	Educates staff, faculty and providers on enrollment expectations and compliance.			
Key Resp 08	Defines department database processes and audits database to ensure accurate provider information.			
Key Resp 09	Manages fiscal, material, and human resources within department budget.			
Key Resp 10	Recommends changes in staffing, manages recruiting and onboarding, conducts performance evaluations, and manages corrective action.			
Key Resp 11	Develops and implements staff training and professional development initiatives. Promotes professional growth and advancement.			
Key Resp 12				
Key Resp 13				
Key Resp 14				
Key Resp 15				
Education 1	Bachelor's degree in related area and / or equivalent experience / training.			
Education 2				
Education 3				
Education 4				
License 1				
License 2				
License 3				

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License 4				
Cert 1	Certified Professional Medical Services Management (CPMSM) preferred.			
Cert 2	Certified Provider Credentialing Specialist (CPCS) preferred.			
Cert 3				
Cert 4				
Spec Cond 1				
Spec Cond 2				
Spec Cond 3				
Spec Cond 4				
KSA 01	Knowledge of external regulations, provider enrollment best practices, and clinical operations in an acute care setting.			
KSA 02	Knowledge of provider enrollment in federal programs for both government and commercial payers.			
KSA 03	Knowledge of HR and UC policies and processes.			
KSA 04	Ability to manage sensitive and confidential issues with discretion.			
KSA 05	Ability to manage multiple priorities and organize department operations in an effective manner.			
KSA 06	Advanced verbal and written communication.			
KSA 07	Skills to assess complex issues, identify potential risk, and develop effective solutions.			
KSA 08	Ability to lead and motivate staff, manage conflict, and foster collaboration and trust.			
KSA 09	Ability to build effective working relationships, influence and negotiate with influential entities.			
KSA 10	Knowledge of business process improvement methodology and execution.			
KSA 11	Knowledge of fiscal management including budget development and account management.			
KSA 12				
KSA 13				
KSA 14				

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KSA 15				
Environment	Health care (hospital, clinical, classroom setting) or similar environment as the role requires.			
Career Path 1	Career Path open			
Career Path 2				
Career Path 3				
Career Path 4				
Career Path 5				
Career Path 6				