



## Provider Relations Coordinator

Our established Medical Management Company is built on more than 100 years of collective experience in the managed care (healthcare) industry. We specialize in managing independent groups of physicians with both commercial and senior managed care (HMO) patients.

We are looking for a super star candidate as our full-time **Provider Relations Coordinator**

### **Primary Purpose:**

Responsible for coordination and interface between physicians, the IPA and the contracted HMOs. Provides administrative support to the IPA Administrator.

### **Principal Duties and Responsibilities (\* = essential functions):**

- Administrative Support
- Customer Service for providers and health plans
- Outreach to providers on an as needed basis.
- Send out monthly new senior member welcome packets if needed
- Generate Provider Correspondence, including blast faxes and mass mailings.\*
- Maintain and update PCP, Specialty, and Ancillary provider rosters \*
- Maintain IPA related reports\*
- Assist as needed with Health Plan audits\*
- Capitation issues requiring research
- Schedule and coordinate health plan JOC meetings if needed.
- Contracting including – drafting amendments & letters of agreement, updating contract master templates, processing large contract initiatives if needed\*
- Follow up Health Plan validation roster proofs\*
- Notification to health plans and staff of adds/terms.\*
- Handle all provider submissions to all contracted Health Plans\*
- Scan, load, and submit new provider contracts, amendments, and letter of agreements to config.\*
- Provider Education – assist Provider Relations Manager with the following:\*
  - Maintain updated PCP/SPC manual as well as materials needed for in-service
  - Handle all wrong lab claims for CVPG, including sending out cap deduct/warning letters
  - Train, and assist in maintaining the Health Plan ID#s as needed
  - Research provider and member issues across internal departments and health plan partners
  - Perform provider information updates across different IPA operation systems, resources, and health plans
  - Assist with office administrative tasks as assigned to include answer and transfer all incoming calls accordingly, pick up mail and stamp all outgoing mail with postage and drop off, coordinate staff appreciation lunch, mail out claims checks if needed.



**Qualifications:**

- Two years of managed care experience or combination of education and experience
- Ability to read, interpret, and summarize documents such as medical contracts, operating and procedure manuals, comprehensive correspondence and memos.
- Ability to write routine reports, correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, customers and other employees of the organization. Fluency in additional languages may be mandatory based on region.
- Excellent computer skills required specifically Word, Excel, Microsoft Outlook and PowerPoint.

Our leadership operates within the highest level of integrity and respect, empowering staff with a strong support system. We are offering a solid opportunity with a growing company including full benefits, paid holidays and a competitive compensation within a progressive, friendly work environment.

If you consider yourself a qualified, stellar candidate driven to demonstrate your initiative and reliability, please submit your resume with "**Provider Relations Coordinator**" as the subject to [jobs@pdtrust.com](mailto:jobs@pdtrust.com).

Thank you for your interest in joining our team; we look forward to hearing from you!

~Equal Opportunity Employer~