

PROVIDER RELATIONS SPECIALIST (SVIPA)

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 Specialist (Hybrid)**

Primary Purpose:

The primary functions are to coordinate and interface between the physician network, the IPA, and contracted HMOs by building relationships with the PCP network, strategizing efforts, and supporting and implementing the overall marketing plan set for the IPA. This position also provides administrative support to the VP of IPA Operations, St. Vincent IPA.

Principal Duties and Responsibilities (* = essential functions):

- Promote and market the IPA.*
- Assist providers with, patient retention and patient growth with the goal of increasing overall senior membership to the PCP and IPA through FFS conversions into HMO and new senior patients (organic growth).
- Maintain a solid working knowledge of managed healthcare as it pertains to the client including but not limited to provider networks, health plan contracts, ancillary services, capitation structure, and complete compensation packages/contracts/bonuses, other services/resources offered by the client and evolving marketing strategies. *
- Work independently to prioritize, manage time and resources while effectively working as a team to meet client goals and to provide ideas and solutions to overcome challenges. *
- Professionalism and integrity is required in all aspects of the job in the office and out in the field consistent with departmental and company policies and procedures.

- Administrative support for Vice President of IPA Operations, St. Vincent IPA.
- Assist providers with issues related to contracting, capitation, claims, referrals and eligibility and act as liaison between provider and applicable department. *
- Outreach to members as needed
- Provider correspondence including newsletters, fax blasts and mass mailings. *
- Facilitate contracting, including drafting agreements, preparing Letters of Agreement and processing all agreements as directed by Director of IPA Operations.
- Maintain all provider contract files and correspondence. *
- Maintain PCP, Specialty and Ancillary rosters including health plan ID numbers *
- Timely review and response to any health plan roster proof requests
- Complete audit tools for Health Plan audits upon request
- Process provider adds, changes and terminations using checklists to include configuration notification and health plan notification along with electronic file maintenance of contract. *
- Schedule and coordinate Health Plan JOCs
- Maintain provider manuals for PCP and Specialists including in-service materials for Network Development Representatives. *
- Establish Coseva and Aerial Care logins for providers and maintain records of logins provided
- Assist with PCP meeting scheduling and preparation
- Handle wrong lab claims for IPA including cap deduct warning letters and tracking
- Act as liaison between providers and credentialing department.
- Assist with annual member and provider surveys
- IPA related reports as needed
- Track, assist, educate and outreach to providers on initiatives such as encounter data submission, AV program and Clinical Initiatives.
- Point of contact for IT or phone issues in Cerritos office. (this would be either one of the two people in this position)

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.
- Maintain a valid driver's license, car insurance and reliable vehicle.
- Ability to travel between Downtown Los Angeles, and, Cerritos

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 Specialist**" as the subject.

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

~Equal Opportunity Employer~