



POSITION SUMMARY:

The Credentialing Supervisor trains and develops performance of the Credentialing Coordinator in the day-to-day operations. Demonstrated ability to inspire and motivate others and work effectively through influence and collaboration. Minimum 2 years of experience supervising and effectively managing multiple priorities in a fast-paced environment.

Initiates the credentialing process, compiles, and processes data in compliance with Federal, State, Program, and Regional requirements. Ensures thorough and timely verification of physicians and mid-levels credentials. Acts as liaison between medical group and medical offices credentials and privileges coordinators. Organizes, maintains and verifies all aspects of the credentialing process for healthcare practitioners.

SUPERVISION: (Reporting Relations)

- Revenue Cycle Director

JOB PERFORMANCE STANDARDS:

- I. **Service Standards:** Consistently exhibits behaviors set forth in the attached Standard Work Document.

- II. **Essential Functions:**
 - A. Oversees Credentialing Coordinator responsibilities, as well as timecard, PTO, evaluation, and training as well as delegating and providing opportunities for professional growth.
 - B. Responsible for all Audits with UCSF, including NCQA audit and annual audit. Completes all quarterly and yearly reporting to various health plans pertaining to roster. Attends any health plan audits requested by UCSF.
 - C. Oversees and manage all rosters created by UCSF for UBCP.
 - D. Maintains a current directory of providers with the assistance and input of the Credentialing Coordinator.
 - E. Manages and oversee Credentialing Committee, prepping files, completing summaries, quality profiles, agendas, and minutes.
 - F. Leads all scheduled payor meetings, and tracks all issues with assistance of Coordinator.

POSITION REQUIREMENTS:

Education:

- Associate degree required, OR one (1) year of experience in a directly related field.
- High School diploma or General Education Development (GED) required.

- Bachelor's degree preferred.
- Certification as Certified Provider Credentialing Specialist (CPCS) preferred.

Experience:

- Proficient with MS software and UCSF Platform.
- Proficient with Medical Terminology.
- Significant knowledge of Federal and State regulatory requirements and accreditation standards and UCSF policy and procedures.
- Strong organization, time management, communication skills and attention to details required.
- Proven ability to function independently with minimal direct supervision.
- Experience with Med Staff

ADDITIONAL INFORMATION

A. Freedom to Act/Accountability

- The incumbent in this class has responsibility for managing the day-to-day operations within the assigned department, including the formulation, recommendation, implementation, and evaluation of effective policies and procedures necessary to provide and maintain quality care within the care center and to meet state and federal regulations. The incumbent must use considerable judgment and discretion to successfully manage these services.
- The incumbent makes clinic decisions and gives direction for specific programs and services after consulting and/or collaborating with the Practice Director, and the Department's Physician Site Leader.

B. Special Skills/Equipment:

- No other special skills/equipment requirements.

C. Physical Requirements

- Must be able to lift 20 pounds.
- Must be able to walk, stand, or sit for long periods of time.

The essential functions listed are typical examples of work performed in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. This position may also perform other duties as assigned.