



Title: Contracting & Credentialing Team Lead

Reporting to: Revenue Cycle Director

Job Type: Part-time, Non-Exempt

Description: This position acts as liaison between Company's clients and the payers, making sure that all accounts are set up correctly with payers so that claims process correctly. This department has a key role in onboarding new accounts, and its processes are critical to the success of all accounts.

Major Areas of Responsibility:

- Assists team members in Payer Relations Department
- Takes major lead in onboarding new accounts
- Oversees credentialing, contracting and demographics processes
- Utilizes IntelliSoft and trains staff in that system
- Maintains department resources and documents

Essential Functions:

- Assists members in Payer Relations Department
 - Maintains systems and protocols for proper assignment and oversight of work throughout the department
 - Audits the work of employees to make sure work is timely and effective
 - Offers coaching and support to employees who are struggling
 - Assists with department meetings to go over changes, areas of improvement needed, etc.
 - Maintains a training program to bring new hires into department; checks work of new hires before releasing them to work on their own
- Takes major lead in onboarding new accounts
 - Pays close attention to New Provider Onboarding tracker; accepts meetings (set up by billers or AMs) with new clients to discuss their setups with payers
 - Keeps Practice Information Form and other department forms updated to collect proper information from clients
 - Ensures that credentialing, contracting and demographics work for new accounts is progressing in a timely manner
- Oversees credentialing, contracting and demographics processes
 - Assists with creating and maintaining clear protocols for each of these three areas, updating steps as needed
 - Ensures that providers are credentialed in as efficient a manner as possible; improves protocols as needed

- Fiercely negotiates contracts on behalf of providers and communicates with providers effectively about contract offers; teaches other staff members to fiercely negotiate contracts and to renegotiate existing contracts for better terms and rates
- Ensures that our process of performing demographics loads changes is as efficient as possible
- Ensures that proper customer service is given to all accounts in a timely manner and that department tasks do not fall through the cracks; provides a way for accounts to receive regular updates on work being performed
- Ensures that internal departments, billing teams, and providers have access to all information needed regarding status of work being performed by department
- Assists team in the department to support the company's goal of offering these services as a la carte services to any practice needing standalone credentialing, contracting, or out-of-network demographics loads or changes without becoming a billing client
- Utilizes IntelliSoft and trains staff in that system
 - Stays current with updates to IntelliSoft and ensures that staff is trained properly in system; provides updated training resources for staff
 - Utilizes the software as much as possible to prevent human error and optimize efficiency/communication with payers
- Maintains department resources and documents
 - Updates and maintains documents pertaining to department
 - Ensures that department is tracking all work using the most effective tools possible
 - Updates protocols and systems to support the changing needs of the company

Knowledge and Skills:

- Two+ years' experience contracting and credentialing with payers
- Excellent written and verbal communication skills with the ability to effectively communicate and establish collaborative relationships with clients, LBS staff, and insurance companies
- Experience with IntelliSoft software is preferred
- PECOS experience
- Experience with Microsoft Office products
- Knowledge of ICD-10, CPT, and HCPCS codes
- Leadership, organization, delegation and accountability skills, strategic planning, goal-setting and effective communication
- High level of professional communication; written and verbal
- Typing 60+ words per minute with high accuracy
- High level of ethics and integrity in all areas
- Able to prioritize work and meet deadlines
- Able to establish relationships with multi-levels of staff appropriately
- Flexibility to work in an extremely fast paced and dynamic environment
- Ability to work independently and within a team
- Strong organizational skills and attention to detail

Schedule/Availability:

- 30 hours per week
- Available during reasonable daytime hours

Work Environment:

While performing the duties of this job, the employee regularly works in an employee provided in-home office setting. This role routinely uses standard office equipment such as computers, phones, video conferencing, printers, scanners and filing cabinets; all of which are provided by the employee.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk on the phone and hear. The employee frequently is required to sit for long periods of time, use hands to finger, handle or feel; and reach with hands and arms.

Other Duties:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this position. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position. All positions at Larsen Billing Service are subject to duties as assigned by upper management, additional work hours as necessary, and subject to change.

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