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# Example of Provider Relations Rep Job Description

Our growing company is looking for a provider relations rep. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for provider relations rep

* Provide initial orientations to new providers/physicians and their staff in order to ensure compliance with Plan's rules and regulations
* Continually assess the needs of additional and/or ongoing education of current providers/physicians
* Determine trends within claims issues and appeals and works with appropriate staff to correct ongoing issues whether internally (i.e., system issues, processing errors, ) or as part of ongoing education with providers
* Educate providers through provider profiling and analysis on HEDIS or other measures
* Educate providers on compliance expectations with applicable federal and state rules and regulations, and plan policies and procedures
* Assist in the development of the department through the development/enhancement and implementation of new departmental process, policies and/or procedures
* Attend meetings for Plan as necessary
* Act as a resource for providers about Beacon, its contracts, policies and procedures
* Answer general provider questions about Beacon, its contracts, policies and procedures
* Perform research and problem resolution on issues related to provider complaints, claims reported to have been processed incorrectly, coordinating credentialing paperwork, provider communications, or verification of information as requested

## Qualifications for provider relations rep

* Customer service - Medical billing/1-3 Years
* Communications/Provider communications/1-3 Years
* Administration / Operations/Travel/1-3 Years
* Should reside in or near Orange or Putnam County
* Bachelor s Degree in Health Care Administration or related field, preferred
* Minimum three years of experience in provider relations, provider contracting or health plan operations