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# Example of Provider Relations Representative Job Description

Our company is growing rapidly and is looking to fill the role of provider relations representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for provider relations representative

* Maintaining working knowledge of the NH Medicaid Program and procedures, and able to communicate information to the external (provider community) and internal staff
* To implement technical requirements such as correct use of CPT codes for certain diagnosis and treatments
* For benchmarking data and goals
* To supply information and analysis to assist in improving quality, expense and utilization
* Provide on-site education and issue resolution from lessons learned from GPRO submissions
* Collaborate with the clinical and care coordinator teams to develop and implement training and communications tools to assist the providers in delivering a high-quality, cost-effective patient care experience
* Serve as a resource for providers to answer questions, keep them informed about policies and procedures related to Shared Savings, including CAHPs and other patient satisfaction initiatives
* Prepare and distribute informational materials and communications necessary for the development of provider relationships with our organization and collaborative partners, provide informational updates and facilitate the practice transformation process
* Participate in networking, Beacon University and other provider related events
* Follow all applicable federal/state regulations with respect to Confidentiality, HIPAA, Code of Conduct and other compliance regulations and requirements

## Qualifications for provider relations representative

* Ability to respond to customer requests in a timely manner
* Ability to present formal presentations in front of large and small audiences
* Must have a clinical degree consistent with the assigned application and at least 5 years in a progressive clinical role or equivalent background with a strong understanding of the medical field
* Demonstrates compassion, empathy, listening skills, organizational skills, people skills, problem-solving skills and time-management skills
* Superior organizational skills, with a strong attention to detail and accuracy
* High level of professionalism and ability to work well with others