



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,
INCLUDING ALLIANT HEALTH PLANS
JOB DESCRIPTION**

JOB TITLE:	Provider Relations Representative	LOCATION:	Dalton, Georgia
DEPARTMENT:	Customer Relations	REPORTS TO:	Customer Relations Manager

Job purpose

The Provider Relations Representative is responsible for servicing their territory of HealthOne Alliance and Alliant Health Plans Network of Providers through public relations, problem solving, education, communication and support of the policies and procedures of Health One Alliance, Alliant Health Plans and the Provider Relations Department. This role will provide education, training, and support for all new network providers and continually support and educate all existing network providers. This position will also work to establish and maintain CMO communications protocols and schedules.

Duties and responsibilities

- Works directly with providers to ensure they are serviced, maintained and educated on all policies and procedures in an efficient and professional manner
- Gathers provider opt-in forms for various contracted entities that fall under HOA (Medicaid CMOs, Tricare, PHS/CI, etc).
- Keeps current in changes and trends that affect the Managed Care Industry
- Acknowledges all PR grievances and complaints within 48 hours of notice and resolves the issue within 30 days
- Maintains a compliance log
- Works to manage and ensure site visits (as needed per provider/member complaints) are made timely and all requirements are met, including follow up site visits as needed. Also, ensures that site visits and results are clearly documented and tracked within Cactus for NCQA reporting requirements
- Assists Contracting and Credentialing in loading new providers and completing contract/credentialing files
- Assist with ensuring providers are compliant with the NCQA requirements regarding availability and standards and also evaluates the standards to ensure they address the requirements outlined by NCQA
- Provides education, coaching and guidance to providers regarding HEDIS measures, CMS programs and any other quality initiatives for members
- Works with Network Management to ensure provider updates are sent for processing timely and ensures updates are performed accurately within the system
- Educate and encourage web-site utilization through education and training to make sure providers can maximize the website to best service their practices and patients
- Maintains provider and patient confidentiality at all times
- Provides positive, supportive, communication to providers at all times

- Collaborates with other departments and outside agencies to meet identified needs of the providers and their patients, while also ensuring that Provider Relations staff also cooperate with these entities
- Assesses environment for safety hazards which could harm patients, visitors, or other provider employees and reports hazards to appropriate supervisors
- Works with the Development/Implementation team and convey approved messages to the Provider network to ensure compliance with Provider Notification requirements
- Participates in the contracting process where needed/required, including sending contracts to providers, tracking the return of contracts and forwarding provider credentialing information to the Credentialing Department once contracts are returned
- Other duties as required

Qualifications

- Bachelor's Degree in Health Care Administration, Nursing, Business or related field preferred
- Georgia Driver's License
- Broad-based business experience within the healthcare/managed care environment

Competencies

- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
- **Problem Solving & Decision Making** - Displays ability to define a problem, develops workable and realistic alternatives, and selects appropriate alternative to resolve problem. Decisions made are generally correct, and the time taken to make such decisions is reasonable
- **Organization skills** - Information organized and accessible, maintains efficient work space, manages time well
- **Communication skills** - Possesses effective communication skills: oral, written, listening
- **Conflict management** - Good listener, committed to finding solution to problems, works well with difficult people
- **Interpersonal skills** - Builds strong relationships, is flexible/adaptable, works well with others, solicits feedback
- **Job knowledge** - Knowledge of products, policies and procedures; OR knowledge of techniques, skills, equipment, procedures, and materials
- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives

Physical, Mental, Environmental & Working Conditions

Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Need for flexibility and adaptability to change. Candidate must be self-disciplined and a self-starter and able to work

independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.

Direct reports

N/A
