

UW HEALTH JOB DESCRIPTION

PROVIDER ENROLLMENT REPRESENTATIVE

Job Code: 440057	FLSA Status: Non-Exempt	Mgt. Approval: M. Guerra	Date: December 2023
Department: Rev Cycle - Claims/Payments/Provider Enrollment		HR Approval: B. Haak	Date: December 2023

JOB SUMMARY

The Provider Enrollment Representative is responsible for payor enrollment applications for all medical faculty, Advance Practice Practitioner, other clinical staff and groups for UW Health and related entities including Access Community Health Centers (ACHC). The provider enrollment representative is responsible for the timely completion of government, managed care and commercial payor enrollment applications, via paper or on-line records. Responsibilities include, but are not limited to, preparation of applications, follow up with providers to ensure form completion, verification of practice credentials, verification of application status with insurance carriers, review of internal edits to ensure appropriate follow up for missing enrollment information, review of provider data base (ECHO) and entry of provider information and tracking in the provider data base. The incumbent will work closely with providers, Medical Staff Affairs, UW School of Medicine and Public Health, Human Resources, Clinic Operations and Revenue Cycle team members to ensure providers are enrolled timely and accurately.

MAJOR RESPONSIBILITIES

Core Responsibilities:

- Complete provider and group enrollment for UW Health and its affiliates
- Successfully implement the entire enrollment process for all providers, adhering to all timelines while maintaining strict confidentiality for matters pertaining to provider credentials.
- Coordinate credentialing data needed for enrollment (i.e., Medical Degree, Drug Enforcement Administration (DEA) number, state license number, Board certifications, CV, liability insurance, etc.).
- Effectively communicate with staff, Department Assistants, and providers to ensure the timely completion of outgoing and incoming applications.
- Maintain provider credentialing files electronically via provider enrollment software and CAQH (Council for Affordable Quality Healthcare).
- Complete revalidation of previous enrolled providers and groups.
- Communicate with insurance payers to resolve provider enrollment issues.
- Release claims held due to pending enrollment completions and denial follow up as needed.

Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicate professionally and timely with internal and external customers.
- Demonstrate friendliness by smiling and making eye contact when greeting all customers.
- Provide helpful assistance in anticipating and responding to the needs of our customers.
- Collaborate with customers in planning and decision making to result in optimal solutions.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Associate's Degree in Accounting, Business, Health Information Management, or related field
Work Experience	Minimum	One (1) year experience in an insurance, finance, medical office, or customer service field.
	Preferred	<ul style="list-style-type: none"> • One (1) year experience with provider enrollment or provider credentialing • Knowledge of medical and insurance terminology, CPT, ICD coding structures, and billing forms (UB, 1500)
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Ability to make good judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Effective communication skills • Ability to listen empathetically • Ability to logically and accurately organize details • Ability to manage multiple tasks with ease and efficiency • Self-starter with a willingness to try new ideas • Ability to work independently and be result oriented • Positive, can-do attitude coupled with a sense of urgency • Effective interpersonal skills, including the ability to promote teamwork • Strong problem-solving skills • Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders • Ability to use various computer applications including EPIC • Excellent PC operating skills (keyboard, mouse) and use of MS Office • Broad knowledge of health care business office practices and principles • Basic math skills and knowledge of general accounting principles • Maintains confidentiality of sensitive information • Knowledge of Business Office policies and procedures • Knowledge of local, state and federal healthcare regulations • Ability to set priorities and meet deadlines • Ability to stay calm under pressure and deal effectively with difficult people
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

	Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.