

## UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS		
Title: <b>Provider Reporting Specialist</b>	Department/Number: <b>249</b>	
Reports to: <b>Program Director, Advertising</b>		
Job Code: <b>320010</b>	FLSA Status: <b>Non-Exempt</b>	
Manager Approval: <b>J. Miller</b>	Date: <b>5/2016</b>	HR Approval: <b>MJG</b> Date: <b>5/2016</b>
POSITION SUMMARY		
<p><b>Under the general direction from the Provider Reporting Strategist, the Provider Reporting Specialist is responsible for updating and maintaining the accuracy of the content within our provider database. This position reconciles multiple directories to ensure accurate provider details are available to UW Health patients, internal staff and third party payers (HMOs ,PPOs, etc). The Provider Reporting Specialist also assists with departing physician communications to patients and/or referring physician groups.</b></p> <p><b>The provider database is referenced by healthcare payers to validate provider status and credentials, and drives many sources used by internal and external customers including referral/contracting sources and current/potential patients to bring business into UW Health.</b></p>		
MAJOR RESPONSIBILITIES		
<ol style="list-style-type: none"> <li>1. Maintain information in the database of all UW Health providers using database software. Accurately update and audit the master provider database on an ongoing basis; including provider additions, departures and location changes using information gathered from providers, UWMF provider enrollment staff, SMPH department administrators, clinic managers and MPA account managers.</li> <li>2. Act as a liaison with third-party payers (HMOs, PPOs, etc.) regarding provider information, sending out updates on provider and/or clinic changes in a timely manner.</li> <li>3. Research various questions from third-party payers, central business office staff, department administrators and patients regarding provider information.</li> <li>4. Working with existing processes to gather information on all providers in the UW Health system from numerous contacts at various levels of all organizations affiliated with UWMF, using various media including phone, email, online systems and face-to-face meetings.</li> <li>5. Develop and maintain close working relationships with representatives from each UW Medical School department, UWMF provider enrollment, business office, contracting and human resources departments and UWMF, UWMC and DFM clinic administration</li> <li>6. Perform ongoing updates to the searchable provider database portions of our intranet/Internet sites.</li> <li>7. Run queries from the provider database to obtain requested information from third-party payors or internal staff.</li> <li>8. Update marketing and communications staff on provider changes in a timely manner to ensure applicable marketing strategies are deployed.</li> <li>9. Proof all provider directories for publication by various HMOs/PPOs and other contracted entities using the master database and contact these entities on a timely basis when changes to database occur..</li> <li>10. Assist with departing physician/other provider communication to patients and/or referring physician audience.</li> <li>11. Assist with the Yellow Pages directories proofing process using the master database, seeking ways to achieve costs savings with this medium.</li> <li>12. Assist with the annual update to the Pediatric Specialty Services Directory and Adult Specialty Referral Directory for internal and referring physician audience.</li> <li>13. Review jobs produced by the marketing and communications staff for accuracy as it relates to provider and/or clinic information.</li> <li>14. Assist account managers and staff on projects on an as-needed basis.</li> <li>15. Adhere and uphold UW Health Mission, Vision and Values and UW Health Service and Performance Standards.</li> </ol> <p><b>All duties and requirements must be performed consistent with the UW Health Performance Standards.</b></p>		
POSITION REQUIREMENTS		
Education	Minimum	Associate's degree in business or related field
	Preferred	Bachelor
Work Experience	Minimum	2 years' experience in working with computer systems, spreadsheets and database applications, data flow, report creation and interpretation required

## UW HEALTH POSITION DESCRIPTION

	Preferred	Experience in the healthcare industry
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Understanding of third-party payor contracts</li> <li>Experience in health care industry preferred</li> <li>Proficient in data entry, highly detail oriented and committed to accuracy</li> <li>Excellent written communication and organizational skills</li> <li>Excellent interpersonal skills</li> <li>Ability to learn computer and application skills as applicable to role (department leader may identify specific applications or programs the employee needs to know/learn)</li> <li>Ability to interact with and work around people</li> <li>Ability to make judgments in demanding situations</li> <li>Ability to react to frequent changes in duties and volume of work</li> <li>Effective communication skills</li> <li>Ability to listen empathetically</li> <li>Ability to logically organize details</li> <li>Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish</li> <li>Ability to manage multiple concurrent activities</li> </ul>

### 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
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:		•		

**Work/Environmental:** Moderate noise level consistent with an office environment

**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.