

UW HEALTH JOB DESCRIPTION

Medical Staff Administration Specialist

| | | | |
|--|-------------------------|-------------------------|---------------------|
| Job Code: 350054 | FLSA Status: Non-Exempt | Mgt. Approval: M. Klaus | Date: November 2023 |
| Department: Medical Staff Administration | | HR Approval: M. Grayson | Date: November 2023 |

JOB SUMMARY

The Medical Staff Administration Specialist is responsible for the credentialing and privileging of UW Health medical staff and advanced practice providers (APPs). This position ensures these activities are carried out in compliance with the standards of The Joint Commission (TJC), the National Committee on Quality Assurance (NCQA), ANCC Magnet, WI Bureau of Quality Assurance (BQA), Centers for Medicare and Medicaid Services (CMS) and the Bylaws and Rules and Regulations of the UWHC Medical Staff ("Bylaws").

The Medical Staff Administration Specialist provides consultation to management and other staff for functions performed within the department. This position advises management on ways to improve systems and may coordinate special department projects.

MAJOR RESPONSIBILITIES

- Serves as a working member of the Medical Staff and Advanced Practice Provider (APP) Credentials Committees. Plans and prepares agenda materials, minutes, and follow-up correspondence. Ensures committee activities are carried out according to credentialing and privileging policies of UW Health, medical staff bylaws, and accrediting bodies.
- Develops procedures to ensure all medical staff and advanced practice provider applications are processed and reviewed in accordance with policies of UW Health, medical staff bylaws, and accrediting bodies.
- Presents completed applications to the Credentials Committees.
- Monitors changes in credentialing and privileging requirements through networking, and participation in relevant educational opportunities; and conjunction with the department leadership modifies procedures accordingly.
- Processes applications (initial and reappointment) for credentials and privileges for UW Health WI providers by obtaining and analyzing primary source verification information and identifying and rectifying deficiencies in records as outlined in the bylaws in accordance with credentialing requirements of accrediting agencies (TJC, NCQA) including CVO requirements.
- Works with Medical Staff Administration Coordinator to facilitate file reviews, prepare reports, and participate in accreditation reviews.
- Works with Medical Staff Administration Coordinator to facilitate credentialing and privileging for UW Health providers with regional partner sites under contracts with Regional Services.
- Communicates with internal and external customers including regional partners regarding the credentialing status of relevant applicants.
- Establishes, updates, and maintains credentialing files for each member of the medical staff and Advanced Practice Providers. Ensures compliance with state, federal, and accrediting agency requirements.
- Ensures the maintenance of the Medical Staff Administration electronic database. Develops and analyzes new mechanisms for improving efficiency of necessary application tracking.
- Serves as the primary department archivist for information on individual members of the Medical Staff and credentialed APPs.
- Researches and independently prepares responses to inquiries regarding the staff affiliation of current and former members of the medical staff/advanced practice providers from other hospitals and licensing boards.
- Coordinates the annual membership review for the standing committees of the medical staff. Integrates information from multiple sources to prepare reports for presentation to the President of the Medical Staff, Chief Clinical Officer, and Chief Medical Officer. Prepares appointment letters and rosters once membership list is approved.
- Coordinates the annual medical staff election in accordance with the Medical Staff Bylaws.
- Coordinates the annual meeting of the medical staff including scheduling speakers, preparing agenda materials, making arrangements, and taking minutes.
- Assists leadership with preparations for Joint Commission accreditation reviews.
- Serves as a working member on other committees as assigned.
- Enrolls providers in systems to allow for electronic prescribing of controlled substances (EPCS).
- As main contact for credentialing services provided through CVO agreements, provides guidance and support to other UW Health System Medical Board/Medical Executive Committees and their delegated representatives.

UW HEALTH JOB DESCRIPTION

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

JOB REQUIREMENTS

| | | |
|---|-----------|--|
| Education | Minimum | High School diploma or equivalent. |
| | Preferred | Bachelor's degree in business or related field. |
| Work Experience | Minimum | Three (3) years of experience in an office environment. |
| | Preferred | Experience in medical staff credentialing and accreditation. |
| Licenses & Certifications | Minimum | None |
| | Preferred | Certified Provider Credentialing Specialist (CPCS) or Certified Professional Medical Services Management (CPMSM) |
| Required Skills, Knowledge, and Abilities | | <ul style="list-style-type: none"> • Knowledge of the principles and practices in office administration. • Excellent oral and written communications skills. • Ability to work in a team environment and to collaborate with a variety of professionals. • Excellent organizational abilities. • Ability to maintain and convey a positive attitude and customer service approach. • Knowledge of and ability to effectively use various computer programs such as word processing, spreadsheet, and database management. • Ability to maintain the confidentiality of sensitive information. |

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

| | | | |
|--------------------------|-----------------------------|--------------------------|------------------------------|
| <input type="checkbox"/> | Infants (Birth – 11 months) | <input type="checkbox"/> | Adolescent (13 – 19 years) |
| <input type="checkbox"/> | Toddlers (1 – 3 years) | <input type="checkbox"/> | Young Adult (20 – 40 years) |
| <input type="checkbox"/> | Preschool (4 – 5 years) | <input type="checkbox"/> | Middle Adult (41 – 65 years) |
| <input type="checkbox"/> | School Age (6 – 12 years) | <input type="checkbox"/> | Older Adult (Over 65 years) |

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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 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. | 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# |

UW HEALTH JOB DESCRIPTION

| | | | | |
|---|--|------------------|-----------------|-----------------|
| | 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# |
| Other - list any other physical requirements or bona fide occupational qualifications not indicated above: | | | | |

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.