

Provider Engagement Representative

Anderson, IN

Summary

The Provider Engagement Representative will seek to collaborate with key Health Partners in the development of specific strategies for enhanced engagement. Health Partner engagement shall be measured by confidence in CareSource and affiliated Companies ability to fulfill promises, integrity to make things right when problems occur, pride in working with CareSource and their passion about CareSource being a vital member of the care team.

Responsibilities:

- Support the account strategy and provide account support with the goal of driving the overall satisfaction and engagement of key Health Partners
- Resolve routine issues with the Health Partners in the market in accordance with the department's service level agreements/expectations
- Participate in the maintenance and development of key relationships within defined Key Accounts.
- Proactively and in response to concerns reach out to Health Partners to ensure their needs are being met and to see if there are any issues that they need help resolving
- Perform maintenance tasks in designated system(s)
- Complete Health Partner education, compliance, and/or complaint resolution
- Maintain PR Customer Relationship Management (CRM) tool and assignment of tasks for the Health Partner Consultant when appropriate
- Work collaboratively with departmental staff and management personnel to ensure continuous performance improvement in an effort to improve customer satisfaction and internal operations
- Document all provider concerns in applicable systems and work collaboratively within the organization to resolve identified issues
- Prepare and review analysis to assist in the review of provider performance
- Support recruitment and contracting efforts by developing strong interpersonal relationships with providers
- Regular travel to conduct health partner visits and community based visits as needed to ensure effective administration of the program
- Perform all necessary duties to successfully support CareSource and Affiliate Companies contractual requirements with state and any other regulatory entities.
- Perform any other job related instructions

Requirements

Education / Experience:

- Bachelor degree in business, communications, or related field or equivalent experience *is required*
- One to three (1-3) years of healthcare industry, account management or sales experience, preferably in the Healthcare field *is preferred*



Required Competencies / Knowledge / Skills:

- Intermediate proficiency level with Microsoft Outlook, Word, and Excel
- Knowledgeable of Cactus or other like system
- Knowledge of various reimbursement methodologies to include capitation, per diems, discounts, etc.
- Strong customer service skills
- Excellent written and oral communication skills
- Strong problem-solving skills
- Strong interpersonal skills
- Ability to work as a team
- Ability to manage multiple projects and prioritize
- Intermediate negotiation skills
- Excellent research and analytical skills
- Marketing competencies

For more information / How to Apply:

https://re11.ultipro.com/CAR1029/JobBoard/JobDetails.aspx?__ID=*96A6B24A4A18DFC9