



# Quality and Credentialing Manager

## General Summary:

The Quality and Credentialing Manager is responsible to ensure that performance improvement, credentialing and privileging activities are administered and monitored throughout the organization. The manager is responsible to oversee all new integrations with respect to credentialing function. The manager is responsible to ensure that all state, federal, TJC standards are consistently met. They collect and analyze data on organizational and provider performance, as well as review incidents and documentation to improve performance and ensure provision of quality care. They work closely with all department directors to provide coaching on performance improvement tools (visual management, PDSA, RCA, audit processes etc)

## Primary Responsibilities:

- Supervise the credentialing team
- Initiate, administer, verify, compile, manage and maintain information required for credentialing and quality reporting
- Point person for all new integrations in respect to credentialing process
- Monitor data entry into credentialing database
- Design audit process for credentialing database and provide feedback to credentialing team
- Follow legal, state and federal agencies, and state licensing board
- Provide any necessary data and reporting for regulatory agencies including but not limited to The Joint Commission (TJC), ACR, MQSA, state regulatory agencies and care site guidelines and/or regulations
- Assist in maintaining documentation for TJC surveys
- Collaborate with HR onboarding team to ensure smooth process for all new radiologists
- Provide feedback to credentialing specialists and participate in performance evaluations with the director
- Monitor and develop workflow changes as appropriate
- Collaborate with director to develop team dynamics
- Liaison for any vendor related credentialing activities
- Assist in the coordination of the policies and procedures to include TJC standards and federal and state laws.
- Stay knowledgeable in credentialing standards
- Protect the confidentiality of physician issues
- Remain up to date and knowledgeable of TJC standards
- Ensure proper documentation is current and available for each survey
- Stay informed of any standard changes that occur
- Ensure that appropriate data is maintained in the computer system

- Assist in maintaining up-to-date database on all physicians
- Other duties as assigned

### **Additional Responsibilities:**

- Each employee champions the spirit of LucidHealth's mission by displaying caring, courteous behavior in dealing with co-workers, physicians and outside contacts
- Demonstrates professional conduct, promotes a positive image to the customers served in both face-to-face, and telephone interactions
- Promotes teamwork through mutual respect for fellow staff members, developing positive interdepartmental relationships and aiding other office support staff
- Maintains good attendance record according to LucidHealth policies
- Demonstrates knowledge of, and compliance with LucidHealth policies
- Knowledgeable of and participation in safety programs, sexual harassment programs, etc. Continued compliance must be demonstrated annually
- Attends designated meetings as scheduled

### **Knowledge and Skill Requirements:**

- Bachelor's degree or related experience (CPMSM, CPCS and/or NAMSS preferred)
- 2-3 years of credentialing experience
- Supervisory or managerial experience preferred
- Ability to take initiative to continually improve and enhance the administrative support function
- Ability to identify problems and recommend solutions
- Ability to prepare and maintain record and reports
- Ability to establish and maintain effective working relationships with physicians, hospital staff and others
- Willingness to perform all duties as assigned

### **About LucidHealth**

LucidHealth is a physician-owned and led radiology management company. We partner with radiology groups to provide the technology and resources to increase the strategic value of their practices nationwide. Our focus on quality outcomes supported by strong physician engagement provides a unique organizational structure serving as a solid foundation. Our belief is that all patients should have access to the highest quality of subspecialized imaging care, regardless of facility size or location. Our mission is to empower independent radiology groups to deliver world-class, subspecialized care to all patients within the communities they serve. For more information, please visit <http://www.lucidhealth.com>.

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