

FAMILY HEALTH NETWORK

JOB DESCRIPTION

POSITION TITLE: Network Management Specialist	REPORTS TO: Director, Network Management
DEPARTMENT: Network Development	EFFECTIVE: June 7, 2011
SUMMARY DESCRIPTION: Manages physician network by developing and maintaining provider relationships. Provides service and education to network physicians/providers. Achieves company targets through aggressive IPA primary care, specialty and ancillary provider risk contract management.	
ESSENTIAL FUNCTIONS: The major functions and responsibilities of this position include: <ul style="list-style-type: none">• Achieves company targets through aggressive IPA primary care, specialty and ancillary provider contracting and risk contract management.• Identifies potential new IPA relationships for profitable growth.• Works closely with the Network Management staff regarding contracting and contract management inquiries.• Completes new provider orientation for all applicable product lines.• Conducts site visits to service providers, resolve issues, educate staff/providers on policies, collect credentialing information, and review HEDIS information.• Manage provider & credentialing databases.• Achieves call reach and frequency goals to establish consistent and strong relationship with provider offices.• Provides oversight on inquiries and claims issues and follows up with providers to ensure problems have been resolved.• Identifies network gaps and complete contracts or work with Network Management colleagues.• Achieves company targets through aggressive IPA primary care, specialty and ancillary provider contracting and risk contract management.• Understands and explains risk contracts.• Strategizes for membership growth and retention.• Provides training, mentoring and guidance to new representatives.• Special projects as assigned or directed.	
SUCCESS FACTORS: <ul style="list-style-type: none">• Excellent influencing and negotiating skills.• Ability to explain complicated financial terms and utilization data to physicians and staff.• Excellent written skills and the ability to speak publicly are essential.• Must be organized and have excellent time management capabilities.• Ability to analyze data for identifying trends, and variance from goals.• Ability to work autonomously.• Microsoft Suite knowledge a must.	
PHYSICAL REQUIREMENTS: <ul style="list-style-type: none">• General good health.• Ability to push/pull up to 20 lbs.• Ability to use computer screen and keyboard• Vision correctable to normal.	
KNOWLEDGE/SKILL <ul style="list-style-type: none">• Bachelor's degree preferred or equivalent directly related experience• 5 + years of work experience in the healthcare sector (preferably at HMO or PPO).• 3+ years experience in HMO provider/hospital/ancillary Network Management.• 1+ year experience in Medicaid managed care.	

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.

APPROVED:

Date

ACKNOWLEDGED: Employee

Date