



Job Title	Manager, Healthcare Operations	Job Code	COM34
Pay Plan	A&P	Pay Grade	20
Union	Non-Union	FLSA Status	Exempt
Job Family	College of Medicine	Union Code	0
		Subfamily	

Job Family & Subfamily Summary

College of Medicine Professionals are specialized and unique to the UCF College of Medicine.

Job Summary

Responsible for leading, coordinating, monitoring and maintaining the provider credentialing process as it relates to initial and/or re-credentialing, changes in privileges/specialty or demographic information, on-going maintenance and verifications of current documents, and other duties required to maintain compliance with regulatory and accreditation agencies and credentialing policies and procedures.

Representative Duties

- 1. Leadership**
 - Leads, coordinates, and monitors the review and analysis of practitioner applications and accompanying documents; prepares and presents files and documents to Credentialing Committee
 - Prepares credentialing information for Client's contracted health plans, including document review and file preparation
 - Monitors the initial, reappointment and expirables process for all medical staff and Allied Health Professional staff, ensuring compliance with regulatory bodies as well as Medical Staff Bylaws, Rules and Regulations, policies and procedures, and delegated contracts
- 2. Credentialing**
 - Maintains an accurate database of physician credentialing information; conducts thorough background investigation, researches and sources verification of all components of the application file
 - Identifies issues that require additional investigation and evaluation, validates discrepancies and ensures appropriate follow up
- 3. Customer Service**
 - Responds to inquiries from other healthcare organizations, interfaces with internal and external customers on day-to-day credentialing and privileging issues as they arise

Education, Experience, Skill Requirements		
	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
4+ years of relevant experience		
Additional Requirements		

Physical/Environmental Demands
Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.