



JOB TITLE: OH Provider Relations Representative

DATE: 08.04.09

DIVISION: Mequon

REPORTS TO: OH Executive Director

DEPARTMENT: Network Development

GRADE: 10

FLSA: Exempt

JOB SUMMARY: Provider Relations Field Representative is responsible for the recruitment of providers in Ohio, as well as continued support and problem resolution for the existing provider market for the Medicaid dental program.

JOB RESPONSIBILITIES:

- Recruit new dentists and specialists in expansion areas/existing counties via phone calls and in-person meetings.
- Document all contacts with providers and present updates in a professional, easy to read manner.
- Provider relations/customer service to existing network providers.
- Contact participating offices to proactively resolve issues and strengthen relationships.
- Assist provider offices in filing their claims electronically.
- Serve as a liaison between dental offices and Doral Dental by answering remittance, payment, benefit, claims, and eligibility questions when necessary.
- Update manager/Doral regularly on major issues, both internal and external.
- Provide recommended solutions on market issues.
- Monitor provider networks and assess adequacy to ensure compliant networks.
- Recruit participating and non-participating providers to higher levels of participation.
- Follow up with missing credentialing and re-credentialing information as assigned.
- Follow up with all termination letters submitted.
- Help to maintain a Secondary Network.
- Complete all assigned site visits within 21 days.
- Represent clients and Doral at health fairs, audits, dental summits, etc.
- Communicate with Doral's clients as needed and respond to issues.
- Develop complete understanding of the Provider Office Reference Manuals.
- Develop and continually improve personalized presentations of Doral (present Doral and dental programs via telephone and in person)
- Maintain and submit all required reports.
- Assist in resolving complaints and issues for clients, members and providers.
- Obtain testimonials/letters of recommendation from providers.
- Participate in the determination and implementation of corrective action plans.
- Other duties as assigned.

JOB REQUIREMENTS:

- College Degree preferred
- Knowledge of general computer software. (Excel, MS Word, and Access a Plus)
- Previous experience in health, dental or managed care.
- Excellent verbal communication skills.
- Excellent interpersonal skills.
- Ability to prioritize and organize multiple tasks.
- Ability to remain organized with multiple interruptions.
- Good PC Skills. Typing helpful.

PHYSICAL DEMANDS:

- Ability to communicate in an active office environment.
- Ability to efficiently operate all job related office equipment. (Telephone, Computer, Calculator, Fax, Copier)

- Ability to communicate via telephone.
- Ability to sit for 75% or more of an 8 hour work day.
- Ability to travel - within the state of Connecticut and to corporate office as necessary.
- Ability to read and view computer screen.

ENVIRONMENTAL CONDITIONS:

- Position is based in the field in the state of Ohio.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.