

## UW HEALTH JOB DESCRIPTION

### MANAGER MEDICAL STAFF ADMINISTRATION

<b>Job Code:</b> 300013	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> L. Larson	<b>Date:</b> November 2023
<b>Department:</b> Medical Staff Administration		<b>HR Approval:</b> M. Grayson	<b>Date:</b> November 2023

#### JOB SUMMARY

The Manager Medical Staff Administration leads medical staff credentialing and privileging and is responsible for overseeing management of the medical staff processes including oversight of compliance with delegated credentialing agreements. The Manager is responsible for designing and managing the implementation, operations, evaluation, and fiscal management of the programs of the Medical Staff Administration Office. In coordination with leadership, the Manager develops work plans to achieve the goals of the office. The Manager provides leadership to enable the institution to achieve substantial compliance with accreditation standards related to the Medical Staff and other credentialed providers. The Manager ensures that the activities of Medical Staff Administration are conducted in a manner consistent with accreditation standards, the mission of UW Health, and established institutional policies and procedures.

The Manager assures compliance with the National Committee on Quality Assurance (NCQA), The Joint Commission (TJC) standards, Centers for Medicare/Medicaid (CMS), state and federal law. The Manager works with the Chief Medical Officers, the department director, contracted entities, officers of the medical staff, health system leaders, health system legal team, local and regional medical staffs, and health care practitioners regarding credentialing and medical staff services. This position works directly with the legal team and medical staff leaders pertaining to any legal issues involving credentialing actions, and/or disciplinary action of medical staff members or adverse credentialing decisions. The Manager participates in continuous quality improvement activities as well as strategic health system initiatives.

#### MAJOR RESPONSIBILITIES

- Collaborates with leadership to develop strategic direction of the office to align with UW Health strategic priorities.
- Manages department human resources in a responsible, respectful, confidential, and fiscally responsible manner including recruitment, on-boarding, orientation, direction, supervision, leave time, performance evaluation, annual merit, and disciplinary action.
- Schedules and forecasts program staffing and other resource needs in collaboration with leadership.
- Facilitates collaboration with UW Health Provider Enrollment to align practices and helps to ensure timely credentialing of shared, billing providers.
- Manages development and implementation of CVO (Centralized Verification Organization) duties including identifying efficiencies for UW Health providers and facilities including Joint Ventures. Duties include oversight of annual billing, development of appointment and reappointment processes, and alignment of processes to meet the requirements of all related Bylaws.
- Creates and manages operating budget for Medical Staff Administration. Monitors and reports operational financial management by monthly analysis of actual versus budgeted operating margins in assigned area.
- Serves as the primary liaison between the Chief Medical Officers, direct leadership, officers of the medical staff, UW Health leaders, and health care practitioners to facilitate the credentialing process and to address issues related to the medical staff, including disciplinary issues. Manages resource utilization, workflow, and services provided by Medical Staff Administration.
- Evaluates credentialing and re-credentialing programs, including credentialing criteria and medical staff privileges, and contracts with each contracted entity in conjunction with medical staff policies, ensuring efficiency and program quality.
- Develops processes to streamline credentialing process and reduce turnaround times for new and reappointment applications, both internal and external, including peer review and quality review process. Assesses new verification processes and electronic means to continually reduce paper processes and improve primary source verification processes. Adapts workflow and processes to maximize efficiencies of automation.
- Manages and promotes UW Health-wide and regional initiatives between hospital medical staffs relating to medical staff privileging, bylaws, policies, and procedures including oversight of securing credentialing and privileges at outside facilities.
- Compiles reports and maintains all required departmental records ensuring compliance with governmental, accreditation and safety regulations.
- Management of the UW Health ECHO Medical Staff/Credentialing system. Serves as a SuperUser, managing staff access, training, reporting, and implementation of portals for medical staff administration and departments.
- Creates and participates in new provider orientation program. Assists information services (IS) with oversight of physician portal, including content, creation, and promotion of its use. Monitors usage by medical staff. Creates orientation process and assists with implementation for all new department employees.

## UW HEALTH JOB DESCRIPTION

- Stays abreast of regulatory requirements and best practices related to medical staff administration functions through networking, professional organization membership, and attending national meetings.
- Serves as technical expert in medical staff credentialing and privileging, delegated credentialing agreements and other medical staff processes and their associated standards, rules, and regulations.
- Maintains technical knowledge and expertise of NCQA and Joint Commission medical staff and credentialing standards, CMS, Wisconsin State, relevant other states, and Federal Laws. Audits and reviews practices functioning as a resource within the System on all credentialing processes. Liaison and primary spokesperson for UW Health WI Medical Staff Administration and represents the organization as required. Provides annual education to medical staff leaders, administration, and Board of Directors on credentialing processes, including reports to Board of Directors as requested. Provides orientation of new medical staff leaders, administration, and board members as necessary related to Medical Staff Administration.
- Develops, coordinates, and maintains processes, policies, and procedures to facilitate credentialing services of UW Health and contracted entities, including initial and reappointment processes. Interprets language and standards and implements systems to comply with CMS, Joint Commission, and NCQA regulations and federal and state laws in all medical staff processes and contracts. Primary resource for compliance, health plan audits, and credentials criteria. Negotiates and recommends amendments on all credentialing contracts, with final approval from UW Health legal team.
- Evaluates and reports to departmental/organizational senior management on status and changes in Medical Staff issues.
- Attends UW Health WI meetings as a resource for medical staff bylaws, policies, and rules and regulations as necessary. Supports and attends Credentials committee, acting as resource for all credentialing actions taken, and communicates actions forward to the Medical Board and Board of Directors. Attends Medical Board meetings to function as resource for medical staff bylaws, policies, rules and regulations, and medical staff structure. Supports and attends the Bylaws Committee and the Hearing Committee and serves as alternate for the Provider Health Committee.
- Educates medical staff leaders regarding matters involving credentialing actions, including facilitating medical staff hearings for all credentialing matters. Assists UW Health attorneys with all preparations relating to medical staff hearings, advising on reportable credentialing actions, compliance with medical staff bylaws, and current credentialing legal cases. Remains knowledgeable of negligent credentialing cases, NPDB changes, credentialing, and medical staff statutes for both state and federal law. Assesses legal precedents and effect on credentialing and/or medical staff processes and communicates to medical staff leaders appropriate changes.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in health care administration, business administration, human resources, or related field.
	Preferred	Master's Degree in health care administration, business administration, human resources, or related field.
Work Experience	Minimum	Five (5) years of experience in a medical staff office or credentialing setting.
	Preferred	Three (3) years recent physician credentialing or medical staff office experience.
Licenses & Certifications	Minimum	Certified Provider Credentialing Specialist (CPCS) or Certified Professional Medical Services Management (CPMSM)
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Demonstrated leadership skills and time management skills.</li> <li>• Ability to utilize complex database software, spreadsheets and databases.</li> <li>• Excellent communication, organization and critical-decision making skills.</li> <li>• Extensive working knowledge of health care delivery systems, Joint Commission and NCQA standards, regulatory compliance and state and federal laws relating to credentialing and medical staff services.</li> <li>• Strong knowledge and understanding of continuous quality improvement and peer review processes, risk management and utilization review processes pertaining to medical staff.</li> <li>• Excellent interpersonal skills and ability to effectively interact with the Medical Board, UW Health legal team, physicians, administrators and all levels of staff within the organization, contracted entities, and the community.</li> </ul>

## UW HEALTH JOB DESCRIPTION

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

Infants (Birth – 11 months)	Adolescent (13 – 19 years)
Toddlers (1 – 3 years)	Young Adult (20 – 40 years)
Preschool (4 – 5 years)	Middle Adult (41 – 65 years)
School Age (6 – 12 years)	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee’s job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
<b>X Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:			

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.