

JOB DESCRIPTION

Company: Newport Credentialing Solutions
Address: 16 Atlantic Ave, Lynbrook, NY 11563
Job Title: Director of Client Services
Department: Provider Solutions
FLSA Data: FT, Exempt
Reports to: Vice President of Operations

Company Description:

Newport Credentialing Solutions is the nation's premier provider of cloud-based software and services dedicated to the credentialing life cycle. Newport provides cloud-based workflow, analytics, and business intelligence credentialing software and cloud-enabled credentialing services to some of the largest academic medical centers, health systems, and multi-specialty group practices in the United States. Newport helps clients "Take Control" of their credentialing life cycle by streamlining operations, reducing credentialing related denials, and generating more cash for their organizations. The company has a "high energy" work environment that rewards innovation and represents a tremendous personal growth opportunity for the right professional.

For the right candidate, Newport is willing to offer highly competitive base salary, performance bonus and health benefits package.

Role Profile:

This role involves overseeing and leading client services to manage and grow our existing clients by creating client strategies, developing client relationships, and delivering client objectives. The ideal candidate will have 3-5 years of executive client services experience. The position requires superb communication skills, a mature grasp of organizational hierarchy, ability to prioritize tasks and projects, with the discretion to know when to act independently and when to ask for guidance and/or assistance. This job is vital to the success of our clients and demands flexibility, a customer-focus, organization, and a passion for details.

Essential Duties and Responsibilities:

- Provide high-level client service to client organization(s) including assisting, managing, and overseeing client accounts
- Research, develop and evaluate specific client developmental plans
- Deliver exceptional client service and support that underpins the ongoing relationship between the client and team
- Act as a liaison between Newport Credentialing Solutions and clients
- Oversee coordination of all credentialing activities to ensure accurate provider statuses
- Ensure supervisors and specialists are verifying physician/provider information for managed care plans including communication with health plan representative and other staff as necessary. Follow-up with managed care companies to ensure expedient credentialing.
- Conduct account meetings to ensure best practices

- Create and deliver recurring client value reporting; highlight customers strategic successes and provide ongoing recommendations for further optimization
- Overseeing as well as training of staff
- Have a thorough understanding of company policies and processes
- Run high level reports as necessary as well as report team results and audit findings

Essential Skills, Experience and Education:

- Ideal candidate must be highly self-motivated with a proven expertise in the healthcare revenue cycle management, physician credentialing, provider enrollment, and cloud-based credentialing software..
- Highly motivated and success-driven with the ability to implement and manage cross-functional projects
- College and/or Master's degree preferred
- Minimum 3-5 years of executive client services experience within a hospital, physician, or Academic Medical Center environment
- Minimum of 3-5 years of managerial experience
- Minimum 1-2 year's provider enrollment experience within a hospital or managed care environment
- Proficiency in Microsoft Office
- Proficiency with credentialing systems
- Strong organizational and excellent follow-up skills
- Ability to interact effectively with a variety of people (physicians and medical staff offices)
- Provides highest level of customer service for both internal and external customers
- Strong written and verbal communication skills. Strong presentation and client interaction skills

Special Requirements:

- Proficient in Microsoft Office suite (i.e., Microsoft Project, Excel, PowerPoint)
- 25%-50% travel required

Contact Information:

- Qualified candidates only
- Please submit resume to Newport Credentialing Solutions Department of Human Resources at: careers@newportcredentialing.com.