Provider Relations Coordinator Field Representative

JOB SUMMARY:

Provider Relations Field Representative is responsible for the recruitment of providers in the assigned markets as well as continued support and problem resolution.

JOB DUTIES AND RESPONSIBILITIES:

- Responsible for recruiting and maintaining the client participating provider network.
- Contact top 25 providers in the client participating network and visit twice yearly.
- Contact participating offices to proactively resolve issues and strengthen relationships.
- Increase access for members by strengthening and expanding existing client networks.
- Develop and conduct caries risk assessment management (CAMBRA) trainings specific to the requirements for the client wellness network.
- Create and maintain a support group for the wellness network providers to provide ongoing education around CAMBRA.
- Monitor provider networks using GEO access reports and work with Account Manager to ensure adequate networks.
- Update Account Manager regularly on major issues, both internal and external.
- Provide recommended solutions to Account Manager to market issues.
- 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.
- Represent clients at health fairs, audits, dental summits, etc.
- Attend / provide updates at monthly client meetings.
- Develop a complete understanding of the Office Reference Manuals.
- Develop and continually improve personalized presentations of client materials.
- Maintain and submit all required reports.
- Assist in resolving complaints and issues for clients, members and providers.
- Obtain letters of recommendation from providers.
- Participate in the determination and implementation of corrective action plans.
- Serve as a liaison between dental offices by answering remittance, payment, benefit, claims, and eligibility questions when necessary.
- Adhere to all business processes.
- Other duties as assigned.
**JOB REQUIREMENTS:**

- Excellent Oral and Written communication skills.
- Efficient PC skills (Word, Excel, PowerPoint).
- Ability to work as a team member.
- Ability to travel or be in the office on site in Boston
- Sales and negotiation skills a plus.
- College Degree or related business experience preferred.
- Clinical Experience (CDA, RDH) preferred.
- Minimum 2 years’ experience in sales or recruitment, preferably in healthcare or dental insurance.

**Job Location:** 465 Medford Street Boston, MA 02129. United States

**Position Type:** Full-Time/Regular

Please submit your resumes to jobs@greatdentalplans.com

*(Please Add Job Title in the Subject Line)*