



Provider Relations Specialist – (Vietnamese bi-lingual)

Our company is built on more than 100 years of collective experience in the managed care (healthcare) industry. We specialize in managing independent groups of physicians with both commercial and senior managed care (HMO) patients.

We have an excellent opportunity for a full-time Provider Relations Specialist who speaks fluent English and Vietnamese, providing exceptional customer service and responsible for the coordination and interface between physicians, the IPA and the contracted HMOs.

The primary work location for this position is at our Cerritos office and will require weekly travel to the community of Orange County; the ideal candidate would know the area very well.

Principal Duties and Responsibilities (* = essential functions):

1. Administrative Support

- Customer Service for providers*
- Outreach to members as needed
- Provider Correspondence, including blast faxes and mass mailings.
- Manage and Maintain provider rosters for internal and external use- PCP, Specialty, and Ancillary rosters
- Send out roster updates internally/externally and to IPA President as directed
- Maintain IPA related reports
- Audit tools for Health Plan audits
- Distribution of physician capitation
- Capitation issues requiring research
- Schedule and coordinate health plan JOC meetings
- Health plan liaison*

2. Contracting

- Initial contact with potential providers
- Credentialing liaison to include site reviews

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- Contract preparation and follow through according to “Physician Contracting-ADM02” Policy & Procedure.*
- Follow PDT Provider Term/Add/Change checklist to assure all parties notified
- Scan, load, and submit new provider contracts, amendments, and LOAs/ maintain all existing provider contract files and correspondence in files Filing and purging all old and terminated provider contract files
- Manage and maintain health plan roster proofs*

3. Provider Services

- Initial provider orientation and education, as well as ongoing education of the provider network*
- Manage and maintain updated PCP/SPC manual as well as materials needed for in-service*
- Assist providers with log-in for web based platforms used for referrals, claims and clinical initiatives.
- PCP meeting preparation
- Create and manage Provider correspondence and newsletters
- Schedule and facilitate provider office staff meetings as necessary
- Manage network by fostering communication with regular time each week in the field*
- Handle all wrong lab claims for the IPA, including sending out cap deduct/warning letters and recording in MedMC following the “Laboratory Pend Processing” work instruction.
- Obtain and maintain Provider ID#s for all providers

IV. Member Services

- Member customer care*
- Facilitate and foster broker relationships to assist members as needed
- Coordinate outreach to local facilities to enhance member services as needed
- Participate in Network growth and marketing outreach as needed

Position Requirements

- Multilingual in Vietnamese and English
- Experience in the Managed Healthcare Industry strongly preferred or SOLID knowledge of healthcare and insurance lines of business
- High school graduate or G.E.D.

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- Bachelor degree in Marketing, Communication or Health Care a plus
- Computer literate in Microsoft products - including Outlook, Word, Excel, and PowerPoint
- Outgoing and self-assured
- Self-motivated and detail/results oriented
- Resourceful and able to work independently identifying opportunities for organizational growth
- Excellent interpersonal skills and professional demeanor with clear and concise written and verbal communication
- Knowledgeable of and able to maintain confidentiality in relation to HIPAA requirements
- Polished and professional presentation a MUST!!

We offer a solid opportunity with a growing company including full benefits, paid holidays and a commensurate salary within a friendly, progressive work environment. Compensation for this position is dependent upon experience.

For consideration please submit your resume to jobs@pdtrust.com Please indicate “**Provider Relations Specialist**” in the subject line.

~Equal Opportunity Employer~