

DIRECTOR, PROFESSIONAL SERVICES Irvine, CA



Summary: Individual will be responsible for directing the recruitment and retention of all proprietary provider networks and acting as liaison with leased network vendors to achieve goals. Director will be responsible for provider education and communication, as well as network analysis and compliance reporting. Also is a member of the Quality Management and Utilization Management Committees.

Essential Duties and Responsibilities:

- Directs all recruitment activities for both General and Specialty Care Provider Networks to achieve goals.
- Manages the provider application process including:
 - Contract negotiation
 - Credentialing, including Facility Reviews
 - Document preparation and submission for database updates
- Directs all provider education, initial training and on-going support.
- Directs all processes for on-going provider service.
- Completes department reports as directed.
- Establishes and maintains strong provider relationships to assure stable networks.
- Follows up within one business day and on an as-needed basis with providers.
- Serves on various Quality Improvement and Management Committees
- In relation to provider profiling, participate in QM and UM studies, including identifying resources to complete the study, arranging for the statistical analysis and data gathering.
- Calculate performance measures and preparing reports of results.
- Takes action to ensure the reliability, efficiency, and confidentiality of information collected.
- Hires, trains and manages Professional Services Representatives –External and Internal and assists in cross training of any administrative staff
- Assists with projects on an as-needed basis.
- Prepares various internal and provider-specific reports as needed.



Education and/or Experience:

- BA/BS degree and/or RDA or RDH license or equivalent required
- Minimum seven years Dental Office or healthcare company experience
- Five years of clinical experience
- Management experience in a corporate setting
- Experience with government programs

Language Skills:

The position requires proficiency with US English. The candidate must have good written communication skills, and the ability to communicate effectively with employees at all levels of the organization, both orally and in writing.

Specific Skills/Knowledge:

- Strong verbal skills, ability to make presentations to various audiences and possess strong negotiation skills
- Familiarity with information management systems
- Must be able to multi-task
- Excellent written communication skills
- Must be very detail oriented
- Valid State driver's license with ability to travel
- Advanced computer skills: MS Office, Word, Excel, Outlook, Access (preferred not required), Publisher (preferred not required)
- Minimum typing speed of 45 wpm