

# **Provider Relations Representative/Project Coordinator Patient Physician Network (PPN)**

## **About Us**

PPN and its Independent Practice Association, The Plano Physicians' Group (PPG) are physician owned and physician-led organizations committed to improving the health of the community that we serve. We are an innovative company and have been at the forefront of physician support services to aid physicians in navigating the healthcare marketplace. Using data analysis obtained through our clinical integration program we assist our physicians in understanding the concepts of cost, utilization and quality in healthcare.

## **Job Description**

### **Position Responsibilities**

The Provider Relations Representative is primarily responsible for establishing and maintaining relationships with the physicians who comprise PPG. The position serves as an advocate for the physician office staff in all interactions with contracted health plans, including providing education and support for the offices relative to health plan policies and healthcare industry trends.

### *Essential Duties and Responsibilities:*

- Serve as the primary point of contact for physician offices
- Respond to all inquiries (written, telephonic, electronic) in a timely fashion
- Conduct office visits Recruiting and orienting new physicians
- Preparation of a periodic newsletter designed to provide education and resources to physician office staff
- Assisting in the preparation for, and conduct of, monthly physician Board meetings
- Anticipates future needs and educates or refers to valid sources of information.
- Provides, in a timely manner, accurate and pertinent information to assist the offices in efficient operations.
- Work independently and collaborate as needed with other functional areas within PPN
- Ability to adapt to a highly changing environment.
- Assist supervisor and/or other team members as assigned.

## **Job Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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## **Minimum Position Qualifications**

- Three plus years experience in Provider Relations or in a physician office setting
- Understanding of physician billing, coding, and claim payment
- Excellent written and verbal communication, critical thinking, facilitation/coordination, and problem solving skills required.
- Proficient in MS Office applications
- Knowledge of healthcare delivery systems.
- Ability to work a full-time (40 hours minimum) work schedule.
- Current valid driver's license and reliable transportation

## **Knowledge and Skills**

- Exemplary customer service and interpersonal relationship skills
- Ability to multi-task in a healthcare management environment
- Ability to effectively manage time and meet role expectations.

## **Physical Requirements**

- General office demands.

*We are proud to be an EEO employer. We maintain a drug-free workplace. Additional information on PPN may be found at <http://www.ppnhco.com>.*