

JOB ANNOUNCEMENT**Posting Date:** 02/29/2024**Position:** Professional Relations Concierge**Supervisor:** VP, QMI**Location:** Nashville, TN

Job Summary:

Professional Relations Concierge ensures that dentist and administrative team needs are addressed and resolved quickly, personally, and responsively to ensure that dentists receive superior quality service.

Primary Job Responsibilities:

1. Responsible for developing strong relationships with dentists, developing complex solutions and opportunities for dentists.
2. Responds to written and telephone inquiries, using proper etiquette, from providers regarding their records and network agreements.
3. Researches and resolves inquiries by accessing the provider, National Provider File (NPF), and other resources.
4. Assist with reviewing and maintaining the online provider application tool.
5. Review and track provider credentialing and recredentialing dates.
6. Working to develop a long-term strategy to maintain directory accuracy.
7. Responds to provider questions, W-9 information.
8. Establishes and maintains departmental records and files, including initial credentialing and business or provider updates.

Perform other related assigned duties as necessary to complete the Primary Job Responsibilities as described above.

Minimum Qualifications:

Position requires a high school diploma, or equivalent, and two years of dental experience in the dental clinical field or three years dental insurance experience. Will accept suitable combination of education, training, or experience.

Position requires strong interpersonal skills with the ability to clearly communicate both verbally and in writing with providers and executive management, advanced skills in Word, Excel and Power Point, strong self-management skills.

Position requires adherence to department and corporate policies and procedures, serve internal and external customers and support the goal of other departments and the company.

Must have no disciplinary action within the past 12 months.

Disclaimer

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify

the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

If you are interested in this position and possess the qualifications required, please complete this form and an Employee Application Update (available from Human Resources) and **return both** to Shanda Tucker within 5 business days of the Posting Date.

Signature

Date

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.”

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a). This regulation prohibits discrimination against qualified protected veterans, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans.”

“We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.”