

JOB ANNOUNCEMENT**Posting Date:** 04/29/2024**Position:** Professional Relations Network Representative**Supervisor:** Manager, Professional Relations**Location:** Nashville, TN

Job Summary:

Responsible for recruitment, retention, and overall successful participation levels of providers into Delta Dental programs/networks. Establishes and maintains effective relationships with all providers. Trains and educates dental offices on e-tools, policies, procedures, and special initiatives.

Primary Job Responsibilities:

1. Oversees routine and as needed scheduling of dental office visits throughout the state for the purpose of consistent contact, promoting goodwill, maintaining, and increasing specific provider networks.
2. Collaborates with Sales Department for recruiting of providers to ensure adequate coverage (including network comparisons, Network360 Reports)
3. Proficient with extracting and analyzing data to present results to all departments and management.
4. Conducts training for dentists and their staff on current Delta Dental Processing Policies and procedures as needed.
5. Ensures providers are aware of new or updated provide related policies and procedures from DDTN as needed.
6. Recruits and enrolls providers to utilize all electronic tools available (Dental Office Toolkit, National EFT/ERA)
7. Acts as a liaison for provider feedback to the appropriate management members.
8. Assists with the gathering of credentialing and re-credentialing information from network providers.
9. Represents Delta Dental at dental related meetings and functions for the purpose of promoting the image of Delta Dental in the industry and community.
10. Serves as a backup for Provider Relations concierge position.

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, some travel required.

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.”