



JOB TITLE: Provider Relations Field Rep. **DATE:** 01.12.2010
Arizona

DIVISION: Mequon **REPORTS TO:** Manager, Provider Networks

DEPARTMENT: Out of Area Network **GRADE:** 10
Development **FLSA:** Exempt

JOB SUMMARY: Provider Relations Field Representative is responsible for the recruitment of providers in the State of Arizona, as well as continued support and problem resolution for the provider market for the Medicaid dental program.

JOB RESPONSIBILITIES:

- Contact top 25 providers and visit twice yearly.
- Contact participating offices to proactively resolve issues and strengthen relationships.
- Assist provider offices in filing their claims electronically.
- Serve as a liaison between dental offices and DentaQuest Dental by answering remittance, payment, benefit, claims, and eligibility questions when necessary.
- Update Manager of Provider Networks regularly on major issues, both internal and external.
- Provide recommended solutions to Manager of Provider Networks to market issues.
- Increase access for members by strengthening and expanding existing network.
- Monitor provider networks using GEO and work with network development to ensure adequate networks.
- Recruit participating and non-participating providers to higher levels of participation.
- Follow up with missing credentialing and re-credentialing information as assigned.
- Follow up with all termination letters submitted.
- Help to maintain a Secondary Network.
- Complete all assigned site visits within 21 days.
- Represent clients and DentaQuest at health fairs, audits, dental summits, etc.
- Develop complete understanding of the Office Reference Manuals.
- Develop and continually improve personalized presentations of DentaQuest (present DentaQuest and dental programs via telephone and in person).
- Maintain and submit all required reports.
- Assist in resolving complaints and issues for clients, members and providers.
- Obtain letters of recommendation from providers.
- Participate in the determination and implementation of corrective action plans.
- Other duties as assigned.

JOB REQUIREMENTS:

- College Degree or related business experience preferred
- Minimum 2 years experience in sales or recruitment, preferably in healthcare or dental insurance
- Excellent Oral and Written communication skills
- Efficient PC skills (Word, Excel, PowerPoint)
- Ability to work as a team member
- Ability to travel
- Sales and negotiation skills a plus

PHYSICAL AND ENVIRONMENT CONDITIONS:

- Position is based in Arizona
- Ability to sit at a computer terminal for extended periods of time
- Requires effective use of office equipment including, but not limited to, telephone, computer, printer, and fax machine.
- Ability to travel throughout the State of Arizona as needed, including travel to the DentaQuest Corporate Office located Mequon, Wisconsin.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.