



JOB TITLE:	MD Provider Relations Rep.	DATE:	8.1.08
DIVISION:	Maryland	REPORTS TO:	MD Project Director
DEPARTMENT:	Client Services	GRADE:	10
		FLSA:	Exempt

JOB SUMMARY:

The Maryland Provider Relations Representative is responsible for network analysis, network development, provider recruitment, service and retention.

JOB DUTIES & RESPONSIBILITIES:

- Increase member access to quality dental care by strengthening and expanding the existing provider network.
- Recruit non-participating providers into the program. Assist providers by facilitating their enrollment and completing required enrollment and credentialing documentation.
- Encourage participating providers to higher levels of participation.
- Analyze network adequacy utilizing GEO software and other data sources; work with network development team to develop and maintain network capacity and achieve designated provider to member ratios.
- Serve as direct contact and resource for market providers. Respond to all provider inquiries within one business day.
- Contact participating offices to proactively resolve issues and strengthen relationships.
- Serve as a liaison between dental offices and Dentaquest to facilitate resolution to provider questions or issues such as enrollment, billing, prior authorization, grievance and appeals process and policy clarification.
- Plan and conduct orientation and informational provider training seminars and individual provider office training sessions.
- Meet or exceed established provider/office visit requirements of minimally one visit per year for each assigned provider.
- Establish and maintain relationships with several key contacts in the dental provider community, including but not limited to the Maryland State Dental Association, Maryland Dental Society, National Dental Association, Maryland State Board of Dental Examiners, the University of Maryland School of Dental Medicine, Local Health Departments and FQHCs.
- Represent Dentaquest and the State of Maryland's Dental Program at health fairs, audits, dental summits, etc.
- Develop and continually improve personalized presentations of Dentaquest and the Dental Program via telephone and in person.
- Assist with drafting provider newsletter articles.
- Develop complete understanding of the provider Office Reference Manual.
- Maintain and submit all required reports.
- Assist in resolving complaints and issues for the State, members and providers.
- Obtain testimonials/letters of recommendation from providers.
- Update Maryland Project Director regularly on major issues, both internal and external.

- Perform miscellaneous tasks including, but not limited to, assisting with projects as assigned by the Maryland Project Director.

JOB REQUIREMENTS:

- Bachelor's degree preferred.
- Experience in sales, marketing, health care, dental care or insurance industry preferred.
- Knowledge of government programs preferred.
- Knowledge of general computer software. (Excel, MS Word, PowerPoint and Access a plus).
- Excellent verbal and written communication skills.
- Ability to create and deliver presentations to various sized and structured groups.
- Attention to detail, accuracy and organizational skills.
- Ability to prioritize and adapt to changing priorities.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

- Position is based in Maryland.
- 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.
- Position requires extensive travel by car throughout the State of Maryland in assigned territory. Reliable transportation required. Additionally, candidate must have the ability to travel as needed, to the Dentaquest Corporate Office located in 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.