

JOB ANNOUNCEMENT

Posting Date: 07/20/2022
Supervisor: Manager, Professional Relations
Position: Professional Relations Network Rep - Medicare Advantage
Location: Nashville

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, specifically Medicare Advantage and its requirements.
2. Collaborates with Sales Department for recruiting of providers to ensure adequate coverage (including network comparisons, Netminder Reports)
3. Conducts training for dentists and their staff on current Delta Dental Processing Policies and procedures.
4. Ensures providers are aware of new or updated provide related policies and procedures from DDTN
5. Performs problem resolution with network providers through daily telephone communication, office visits and the distribution of instructional materials.
6. Recruits and enrolls providers to utilize all electronic tools available (Dental Office Toolkit, Dentist Connection, National EFT/ERA)
7. Provides on-going education to the dental community by assisting in the development of newsletter articles and by conducting presentations at industry meetings and network training sessions.
8. Plans, coordinates, and conducts regional staff seminars for providers
9. Acts as a liaison for provider feedback to the appropriate management members
10. Assists with the gathering of credentialing and re-credentialing information from network providers.
11. Represents Delta Dental at dental related meetings and functions for the purpose of promoting the image of Delta Dental in the industry and community.

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.

Must have no disciplinary action within the past 6 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 Brown within 5 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.”