

Provider Relations Manager

The Argus Group (the Group) is seeking a team player who is enthusiastic and possesses great interpersonal skills. The Provider Relations Manager will be the key liaison for our Group Health partners and vendors to promote our products, services and resources at a high standard. The individual will maintain positive relationships with all vendors, physicians and practice managers.

Core responsibilities

- Responsible for all vendor management relationships pertaining to the company's local and overseas healthcare partners
- Organize training, support and educational opportunities for local providers and office managers (both in-person and web-based)
- Assist with provider calls for claims, enrollment, referral and queries
- Provide precertification services to members and providers for those services that require precertification; which includes developing and maintaining precertification protocols
- Establish and maintain a local provider directory, provide support to HR managers (in conjunction with Sales/Customer Relations) in directing employees to community-based health services to approved providers
- Accept and review provider coverage applications for novel services, programmes and payment models and request and review outcomes data
- Review credentials of providers applying for coverage
- Document provider encounters in CRM and keep provider contact information current
- Assist in the development of Health Renewal Communications and update public information on the company website and Provider Portal

Qualifications and experience required

- University degree in health sciences, nursing, business or healthcare administration, or related field
- Active Licensed Nurse
- Four years' work experience in the healthcare field
- Experience with or knowledge of provider credentialing, network development, contracting, compliance, managing multiple vendors and/or management of provider networks
- Familiarity with Bermuda's healthcare system
- Knowledge of health insurance policies and procedures preferred
- Proven experience working with digital technologies such as websites
- Computer literate with proficiency in desktop applications, especially Microsoft Word, Excel and Outlook
- Strong communication and reporting skills with the ability to communicate promotional materials and announcements
- Manage multiple assignments simultaneously and the ability to prioritize within assigned deadlines
- Be an analytical thinker and problem solver

Closing Date: Friday, 12 July 2019

Send your resume to: Human Resources Department,
The Argus Group, 14 Wesley Street, Hamilton, HM11 or,
The Argus Group, P.O. Box HM 1064, Hamilton HM EX
tel: 295-2021 · fax: (441) 292-6763
email: resume@argus.bm · www.argus.bm

Argus strives to provide complete customer satisfaction by recruiting, developing and retaining the very best people who are committed to offering our customers exceptional service. Argus is an equal opportunity employer.

