

Position Title: Professional Relations Representative
Reports To: Manager, Network Development
Status: Full-time, Non-exempt
Location: Stevens Point, Wisconsin

Created Date: MM/DD/YY
Reviewed Date: MM/DD/YY
Revised Date: 08/10/15

General Description

This position is responsible for recruitment of dentists, the development of external relationships with dentists and to provide support services to the Professional Services staff.

Responsibilities

- Recruit and administer Wisconsin dentist networks including:
 - Maintain ongoing relationships with network dentists and their staff
 - Recruit new dentists to Delta Dental networks
 - Negotiate best provider network contract for dentists
 - Interview/discussion with dentists choosing to terminate their Delta Dental contract
 - Orchestrate provider termination process
 - Investigate and resolve dentist contract noncompliance
 - Maintain NPF knowledge base
 - Assist in development of annual PR plan including dentist communication and projects to support external relationships
 - Assist with credentialing/re-credentialing
- Implement corporate strategy for network development
- Investigate fraud and abuse as requested through dental site visits and office audits
- Understand and communicate current DDPA policies and procedures
- Keep abreast of industry best practices with other Delta Dental member companies and other sources
- Special projects and other duties as needed

Education/Experience/Personal Requirements

- Associate's degree in business or related field and 3-5 years of business related dental experience and/or recruiting experience, or equivalent combination.
- Must have knowledge and proficiency in dental benefits, dental terminology and procedures, administrative processing policies, contract structure and language, and claims process
- Computer skills with demonstrated proficiency in MS Office Suite applications
- Strong customer service orientation; ability to handle escalated or more technically complex situations
- Strong interpersonal, written and oral communication skills
- Analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks
- Excellent organizational skills and attention to detail
- Experience working in a team-oriented, collaborative environment
- Curriculum development, presentation planning and delivery skills

Work Conditions

- Work hours average 40 per week with occasional overtime, nights and weekends to meet deadlines or to attend events
- General office working conditions
- National travel required <1%
- Limited in-state travel required <3%
- Infrequent overnight travel may be required