

Position Title:	Manager, Provider Relations	Company Division:	Employers Health Nexus LLC (EHN)
Department:	Operations	Position Type:	Full-time
Location:	Dallas, Texas (Hybrid or Remote)	Anticipated Salary Range:	
Reports To:	VP, Network Development and Management	HR Contact:	humanresources@ehnlc.com

Position Description

ROLE AND RESPONSIBILITIES

The Manager of Provider Relations possesses an integration of inter-personal, administrative, and specialized skill sets. This role assists in managing key relationships within network health care groups and employer clients in all EHN Markets. The Manager of Provider Relations will act as an escalation point for all provider relation issues. The Manager of Provider Relations will provide ongoing feedback to health care provider groups regarding financial and utilization performance as well as maintain relationships between providers and EHN clients and customers. The Manager of Provider Relations will also oversee day to day network activity including but not limited to, provider nominations and requests to join, managing provider communications, communicating with clients, provider relations special projects and other duties as assigned. The main responsibilities include but are not limited to:

- Assist in maintaining strong business relationships with hospitals, physician groups, and ancillary providers.
- Meet regularly with account management, leadership team, project teams, and functional team leaders within health care provider groups and employer clients to review performance metrics, provide network updates, collaborate on projects, participate in population health management discussions, and resolve issues.
- Manage provider relations team. This includes assigning special projects, managing workloads, assisting with priority setting and staff development.
- Full responsibility for creating and distributing content for ongoing provider communications and special communications.
- Create new provider onboarding materials and education documents.
- Own and manage the provider roster submittal process from end-to-end to ensure completeness and integrity of all network data is.
- Create monthly department dashboard performance reporting for tracking and trending all aspects of provider service delivery.
- Ensure health care groups are compliant with EHN provider manual and provide education around topics within the manual, plan guidelines, and clients
- Serve as escalation point for network related concerns for both employer clients and network providers.
- Actively participate in and host ongoing provider meetings as needed.
- Work collaboratively with Network Operations team
- Abide by all obligations under HIPAA related to Protected Health Information (PHI).
- If a HIPAA violation is discovered, whether individually or by another, you must report the violation to the Compliance Officer and/or Human Resources.
- Attend, complete, and demonstrate competency in all required HIPAA Training offered by the company.

TRAVEL

This position requires minimal to 5-10% travel.

SKILLS AND COMPETENCIES

- Bachelor's Degree or equivalent Provider Relations experience
- 3-5 years of provider relations experience at supervisory level or above
- Demonstrate excellent presentation, verbal and written communication skills
- Experience with client or provider relations, preferably in self-insured employer market
- Proficiency with MS Excel, Word, and PowerPoint
- Program performance and understanding of healthcare analytics

Please send a cover letter with answers to the following questions:

- **How many years of experience do you have in the healthcare industry.**
- **Provide an overview of your PPO/network experience.**
- **How many years of provider relations experience do you have?**
- **Do you have any experience in a supervisory role? How many employees did you manage?**
- **Salary expectations**

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Judi Brawley	Date:	6/5/2025