JOB DESCRIPTION

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>Professional Relations Assistant</th>
<th>DATE REVIEWED:</th>
<th>October 2013</th>
</tr>
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<td>DEPARTMENT:</td>
<td>Professional Relations</td>
<td>REPORTS TO:</td>
<td>Director, Professional Relations</td>
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JOB SUMMARY:
Performs all aspects of Provider Relations internal department operations. Manages compliance issues with dentist contracts, credentialing and re-credentialing functions. Supports utilization review and recruitment activities for the Delta Dental PPO and Premier networks. Ensures regulatory processes are performed in accordance with state, federal and DDPA standards.

ESSENTIAL FUNCTIONS:
50% - Provider Relations Operations
A. Creates dentist records for nonparticipating dentists (nonpars) and researches billing irregularities and reactivations.
B. Send notification of out-of-state nonpars to National Provider File (NPF) coordinators at DDPA.
C. Coordinates dentist mass mailing projects.
D. Assists with special projects and reports, such a record cleanup and CDT implementation.
E. Monitors AZ Board of Dental Examiners actions against Delta Dental and nonpar dentists.
F. Data entry of filed fees and contact updates for all networks.
G. Achieves and maintains consistency in meeting quality and quantity standards.
H. Responsible for maintaining the contracts and credentialing processes for Premier and PPO network dentists.
I. Fields calls from dental offices or other Delta plans regarding contracts, fee issues and contract/network status.

10% - Other Duties as Required
A. Completes special projects as assigned by management.
B. Performs tasks necessary to ensure efficient and cost effective department operations.

COMPANY VALUES
20% - Employee is expected to embody the values of Teamwork, Customer Focus, and Integrity.
10% - Employee is expected to maintain acceptable Work Habits
10% - Employee is expected to adhere to company Policies and Procedures

SCOPE AND COMPLEXITY:
- Ability to prioritize, coordinate job duties and adjust priorities
- Ability to work independently and direct department work flow
- Ability to communicate clearly and work effectively as a team member
- Ability to listen receptively to ideas and problems
- Ability to reach acceptable compromise
- Ability to maintain strict confidentiality
- Ability to work under time restraints

MINIMUM QUALIFICATIONS:
- Previous dentist credentialing and dental office experience preferred
- Strong keyboard and 10-key data entry capabilities
- Proficient in Microsoft Word and Excel
- Strong spelling, grammar and letter writing skills