Credentialing Specialist

Collective Counseling Solutions

CCS is a fast-growing organization built to support clinicians so they can focus on doing what they do best...providing great care! Our team works behind the scenes to remove barriers, improve access, and create systems that help private practices thrive. We're collaborative, solutions-focused, and committed to elevating the standard of support in the mental health field.

People join CCS because they want to make a genuine impact, grow with a company in motion, and be part of a team that values clear communication, accountability, and continuous improvement. Every role here matters, and every team member contributes to building something meaningful for clinicians and the clients they serve.

Compensation

This position pays $55,000 — $65,000 per year.

Benefits

CCS offers a comprehensive benefits package designed to support the health, financial security, and well-being of its employees. Team members are eligible for medical, dental, and vision insurance. CCS also provides participation in a 401(k)-retirement plan, paid vacation and sick leave, and access to additional wellness resources. Employees benefit from a flexible, hybrid work environment built on trust, collaboration, and a shared commitment to supporting one another and the providers we serve.

Job Description

The Credentialing Specialist is responsible for maintaining accurate provider credentialing and payer enrollment records to ensure CCS providers are appropriately contracted and authorized to deliver services. This role requires precision, strong organizational skills, and a deep understanding of payer credentialing processes.

The Specialist will complete initial credentialing, re-credentialing, and payer updates while maintaining compliance with regulatory requirements. This position plays an integral role in ensuring timely provider onboarding and uninterrupted reimbursement for services rendered.

Minimum Requirements

- Bachelor's degree in Business, Healthcare Administration, or related field, or equivalent experience.
- 2+ years of experience with provider credentialing, payer enrollment, or healthcare compliance.
- Proficiency with CAQH, payer portals, and data management systems.
- In-depth knowledge of HIPAA privacy and security requirements, with direct experience managing PHI.

- Strong attention to detail and recordkeeping skills.
- Excellent communication and organizational abilities.

Applicants for this position must be able to produce a negative drug test.

Preferred Requirements

- Experience with multi-state credentialing or behavioral health payer contracting.
- Familiarity with provider data management software and workflow tools.
- Certification in healthcare credentialing (NAMSS or equivalent).
- Knowledge of revalidation and provider maintenance cycles.

Essential Job Duties

- Complete initial credentialing and re-credentialing for providers across multiple payers.
- Manage provider records in CAQH and payer portals.
- Track and maintain documentation for licenses, certifications, and renewals.
- Coordinate with payers to resolve enrollment or paneling issues.
- Collaborate with benefits and billing teams to ensure seamless onboarding.
- Maintain compliance with HIPAA and credentialing standards.
- Support the development and maintenance of standard operating procedures.
- Communicate provider status updates to internal stakeholders.

Please note this list is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities that are required for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Working Conditions

- Work Environment
  - Work is primarily computer-based and performed in an office or home-office setting with standard desk equipment. The role involves frequent use of video conferencing and digital collaboration platforms.
- Work Location
  - Positions are hybrid, allowing employees to manage their schedules and work from home or the office as appropriate. Occasional in-person meetings, trainings, or team gatherings may be required to support collaboration and company priorities.
- Work Hours
  - CCS supports a flexible and self-managed work schedule. Employees are trusted to plan and complete their work independently, provided responsibilities and deadlines are met. Team members are expected to maintain reasonable availability for scheduled meetings, collaborative work sessions, and communication with vendors, providers, and internal partners during agreed-upon core hours.
- Physical Demands
  - Work is largely sedentary and requires regular use of a computer, keyboard, and mouse for extended periods. Occasional standing, walking, or lifting of light objects (up to 10 pounds) may be necessary. Reasonable accommodations may be provided for individuals with disabilities.
- Ergonomic Considerations

    - Frequent typing and screen use are inherent in this role. Employees are encouraged to maintain ergonomic workspace setups, take regular breaks, and promptly report any discomfort or equipment needs to support long-term health and productivity.
- Environmental Conditions
    - Work is performed indoors in a climate-controlled environment with no expected exposure to extreme temperatures, noise, or physical hazards.
- Other Requirements
    - Employees must maintain reliable internet access and a confidential workspace that supports HIPAA compliance and secure handling of sensitive information.

Location

This position is fully remote. You will perform your work for the Company at a non-office location and will not have an office or workstation at the Company's worksite.

How to Apply

To apply, please email your resume and cover letter to maggie@collectivecounselingsolutions.com, brie@collectivecounselingsolutions.com, and nick@collectivecounselingsolutions.com

EEO Statement

CCS is an equal opportunity employer committed to building a diverse, equitable, and inclusive workplace. We believe that different perspectives strengthen our organization and enhance our ability to serve the communities and providers we support. CCS welcomes and values applicants from all backgrounds and identities, recognizing that inclusion drives innovation, understanding, and connection. We prohibit discrimination and harassment of any kind based on race, color, religion, creed, sex (including pregnancy, sexual orientation, or gender identity), age, national origin, ancestry, disability, genetic information, marital status, veteran status, or any other protected characteristic as defined by applicable laws. This policy applies to all employment practices, including recruitment, hiring, promotion, compensation, training, and termination. We are dedicated to maintaining a workplace where every employee feels respected, safe, and empowered to contribute. Any concerns about discrimination or harassment will be addressed promptly and thoroughly. Individuals who believe they have been treated unfairly in any part of the employment process are encouraged to contact us so that we can take appropriate action.

Disclaimer

Applicants may be subject to a background check. Employees in this position must be able to satisfactorily perform the essential functions of the position. If requested, Collective Counseling Solutions will make every effort to provide reasonable accommodations to enable employees with disabilities to perform the position's essential job duties. As markets change and the Company grows, job descriptions may change over time as requirements and employee skill levels evolve. With this understanding, Collective Counseling Solutions retains the right to change or assign other duties to this VP of Operations & Chief of Staff position.

Application Deadline

This application will remain open until 11/20/2026

Even if your qualifications don't match our criteria exactly, we welcome you to apply if you have an interest and feel you would be able to succeed in this position. We have found that people with a diversity of backgrounds and variety of experiences in our workforce creates a more rewarding, dynamic, and effective work life.