



JOB DESCRIPTION

Job Title: Referral Coordinator

Closing Date: June 30, 2020 or until filled

Apply: jobs@schc.net, please state which job you are applying for

Contact: Kelsie Bolaño 385-955-6539

Location: Salt Lake City

General Summary of Duties: Responsible for processing referrals to specialty care, completing prior authorization, and coordinating logistics of specialty care on behalf of and with patients.

Supervisor: Clinic Coordinator

Supervisory Responsibilities: None

Major Responsibilities/Tasks:

1. Welcomes patients/clients/visitors, determines purpose of visit and directs them to the appropriate person or department.
2. Checks in patients and properly documents registration.
3. Verifies insurance and verifies patient demographics.
4. Schedules, cancels, and reschedules patient appointments.
5. Collects co-pays and cash from patients, gets authorization on credit cards.
6. Enters charges, payments, and balances into the computer.
7. Files and retrieves medical records. Copying and faxing duties.
8. Practices and adheres to the Mission, Vision, and Values Statement.
9. Reads, understands, and adheres, to all Sacred Circle Health Care policies and procedures.
10. Responsible for keeping patient waiting areas, office, and files clean and organized.
11. Communicates with patients and referring providers to ensure follow-through with referrals.
12. Initiates, tracks, and updates status of all referrals for patients in a timely manner.
13. Receives, tracks, and obtains insurance authorization from insurance carriers for patient visits.
14. Communicate delays to physicians/medical assistants.
15. Upkeep of referrals obtained.
16. Request records as needed for referral coordination by assisting patient to complete appropriate forms and communicating with referral entity.
17. Schedules appointments with referrals, communicate scheduled appointment dates to patient, schedule follow up care as ordered by provider.
18. Contacts the patient regarding any pending referrals, works to eliminate barriers.
19. Maintains patient accounts by obtaining, recording, and updating personal and financial information.
20. Follow all HIPPA requirements to maintain patient confidentiality.
21. Follows up on and requests medical records.

22. Performs other duties as required.

EDUCATION: High School Diploma or GED required.

EXPERIENCE: Minimum one (1) year of experience in a customer service or reception position, preferable in a medical office setting.

KNOWLEDGE, SKILLS, & ABILITIES: The jobholder must demonstrate current competencies applicable to the job position:

1. Knowledge of basic medical terminology terms.
2. Knowledge of basic office equipment including fax machine, copier, computer, telephones, etc.
3. Skills in determining urgent/priority cases.
4. Skills in organization and working as a team.
5. Skills in developing and maintaining effective working relationships with patients, medical staff, and public.
6. Ability to react calmly and effectively in emergency situations.
7. Ability to interpret, adapt, and apply guidelines and procedures.
8. Ability to handle confidential and sensitive information.
9. Ability to comprehend and follow written and verbal instructions.
10. Ability to communicate in a fast-paced environment.
11. Ability to enter in data accurately with attention to detail.
12. Ability to handle multiple priorities at once with minimal supervision.
13. Ability to apply HIPPA policies and procedures.

PHYSICAL/MENTAL DEMANDS: This job requires the employee to be able to lift 20 pounds unassisted. Employees are regularly required to sit for extended periods of time with some standing, stooping, walking, stretching, reaching, lifting; moderate range of body motions.

PHYSICAL DEMANDS, WORKING CONDITIONS, ESSENTIAL FUNCTIONS:

✓ Manual Dexterity	✓ Repetitive arm/hand movements
✓ Color Vision	✓ Exposure to communicable diseases
✓ Sight Acuity – far, near, depth perception	✓ Exposure to blood borne pathogens
✓ Ability to work under stress or in emergency situations	✓ Sitting for long periods of time
✓ Reaching, bending, stooping, kneeling, crawling	✓ Hear alarms/telephones/tape recorder
✓ Sense of smell/taste	

ENVIRONMENTAL/WORKING CONDITIONS: Routine clinical operations monitoring may involve exposure to infectious, communicable diseases and hazardous materials, waste gases and blood and body fluids. Frequent exposure to water and chemicals used in disinfection/sterilization process. Exposure to noisy equipment.