

## REFERRAL COORDINATOR

As an entity of the Confederated Tribes of the Goshute Reservation, we, at Sacred Circle Healthcare, preserve the Goshute heritage of protecting and caring for family and extend the tradition to all marginalized and underserved populations in our area. We refuse to let access, ethnicity, or socioeconomic status restrict someone from receiving complete healthcare.

**Interested in joining our team?** We are looking for people who are genuine, kind, ambitious, positive, and helpful - exceptional people building on a celebrated heritage who are passionate about delivering uncompromising care - people who make a difference every day no matter what their role or position. If you are looking for a job where the work you do impacts lives for the better every day, you are in the right place!

Sacred Circle Healthcare is seeking a full-time REFERRAL COORDINATOR for our Clinic in Salt Lake City, Utah.

### Job Summary

- **Overview:** Responsible for processing referrals to specialty care, completing prior authorization, and coordinating logistics of specialty care on behalf of and with patients.
- **Reports to:** Front Office Director
- **Department:** Front Office
- **Patient Care:** Yes
- **Worker Status:** Full-time, Hourly
- **Benefits Eligible:** Yes
- **Hours Per Week:** 40
- **Work Schedule:** To Be Determined with the availability of 8:00 am – 6:00 pm Monday through Friday.
- **Location:** Salt Lake City
- **Supervisory responsibilities:** None
- **Closing Date:** November 2, 2021, or open until filled.
- **Apply:** Send your resume and any pertinent application materials to - jobs@schc.net, please state which job you are applying for; or visit our [website!](#)
- **Contact:** Kelsie Bolaño, kelsieb@sacredcircle.com, or 801-359-2256 ext. 144.

### The successful candidate:

- Welcomes patients/clients/visitors, determines purpose of visit and directs them to the appropriate person or department.
- Checks in patients and properly documents registration.
- Verifies insurance and verifies patient demographics.
- Schedules, cancels, and reschedules patient appointments.
- Collects co-pays and cash from patients, gets authorization on credit cards.
- Enters charges, payments, and balances into the computer.
- Files and retrieves medical records. Copying and faxing duties.
- Practices and adheres to the Mission, Vision, and Values Statement.
- Reads, understands, and adheres, to all Sacred Circle Health Care policies and procedures.

## **Job Posting – Referral Coordinator**

- Responsible for keeping patient waiting areas, office, and files clean and organized.
- Communicates with patients and referring providers to ensure follow-through with referrals.
- Initiates, tracks, and updates status of all referrals for patients in a timely manner.
- Receives, tracks, and obtains insurance authorization from insurance carriers for patient visits.
- Communicate delays to physicians/medical assistants.
- Upkeep of referrals obtained.
- Request records as needed for referral coordination by assisting patient to complete appropriate forms and communicating with referral entity.
- Schedules appointments with referrals, communicate scheduled appointment dates to patient, schedule follow up care as ordered by provider.
- Contacts the patient regarding any pending referrals, works to eliminate barriers.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Follow all HIPPA requirements to maintain patient confidentiality.
- Follows up on and requests medical records.
- Performs other duties as required.

### **Required Education, Experience, Knowledge, Skills, and Abilities**

- 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 AND ABILITIES:
  - a. Knowledge of basic medical terminology terms.
  - b. Knowledge of basic office equipment including fax machine, copier, computer, telephones, etc.
  - c. Skills in determining urgent/priority cases.
  - d. Skills in organization and working as a team.
  - e. Skills in developing and maintaining effective working relationships with patients, medical staff, and public.
  - f. Ability to react calmly and effectively in emergency situations.
  - g. Ability to interpret, adapt, and apply guidelines and procedures.
  - h. Ability to handle confidential and sensitive information.
  - i. Ability to comprehend and follow written and verbal instructions.
  - j. Ability to communicate in a fast-paced environment.
  - k. Ability to enter in data accurately with attention to detail.
  - l. Ability to handle multiple priorities at once with minimal supervision.
  - m. Ability to apply HIPPA policies and procedures.

### **Additional Information – Join us as we are Redefining Compassionate Healthcare, together!**

As group of 4 healthcare clinics, diversity drives our identity. We are proud of our Native American heritage. Whether you are seeking your first job, transitioning back into the workforce, looking to start your career, or grow an existing one, Sacred Circle Healthcare walks with you. We need you for what you can do. We strive for a mix of benefits to help you combine great work with a great life.

***Job Posting – Referral Coordinator***

- Competitive pay
- Healthcare coverage for you and your family
- Generous PTO, paid holidays and floating holidays to celebrate what is important to you (prorated for part-time employees)
- Retirement matching to invest in your future
- Colleagues that are unparalleled
- A culture that is second to none

Sacred Circle Healthcare/Confederated Tribes of the Goshute Reservation gives preference to qualified American Indian/Alaskan Native Applicants