

## REFERRAL COORDINATOR

### **POSITION OBJECTIVE/SUMMARY:**

Support the primary care clinic by performing all work associated with referrals, pre-certifications and prior authorizations. This includes following required processes to communicate with health plans and coordinate care between primary care and specialist and other health care providers.

### **MINIMUM QUALIFICATIONS/SKILLS REQUIRED FOR THIS POSITION:**

- Bachelor's degree preferred with one or more years of clinic experience. Education may be substituted by experience.
- Knowledge of health plans
- Experience working with patients and staff from diverse socio-economic, ethnic & cultural backgrounds.
- Experience in Community Health Care Center preferred
- Experience with electronic medical records strongly preferred (i.e. EcW)
- Computer proficiency required
- Demonstrate Leadership skills of: Critical thinking, Conflict Management, Negotiation and motivation.
- Strong customer service and problem solving skills, and ability to work independently and meet deadlines.
- Past medical assistant experience a plus, but not required

### **GENERAL STATEMENT OF FUNCTIONS:**

- Process referrals, pre-certifications, and prior authorizations
- Do all necessary documentation to meet the needs of providers, health plans, and patients
- Track referrals to assure all required timelines are met or exceeded
- Monitor referral, pre-certification and prior authorization queues and follow up with providers and/or patients as necessary until the authorizations are completed.
- Update the referral, pre-certification, or prior authorization in the electronic medical record and payer systems and in other systems as required, including appropriately annotating and updating orders and requests.
- Ensure that specialist reports are received by the primary care provider and are scanned into the electronic medical record.
- Reach out to health insurance plans as needed.
- Maintain knowledge of payer requirements and Kedren policies and workflows.
- Establish a close working relationship with diagnostic imaging centers to facilitate urgent scheduling of MRI's and CT Scan's for high risk patients
- Work as front office staff depending on the needs of the office
- Must be able to maintain confidentiality with all aspects of information in accordance with practice, State and Federal regulations