REFERRAL COORDINATOR JOB DESCRIPTION

JOB TITLE: Referral Coordinator

REPORTS TO: Clinic Administrator

**JOB SUMMARY**:

Organizes and coordinates patient referrals to specialists, agencies and outpatient facilities.

**JOB DUTIES & RESPONSIBILITIES**:

1. Answer telephones, screens calls, takes messages and provides information to patients, caregivers, specialists, hospitals, emergency departments and health care agencies within 24 hours of receiving call.
2. Obtain prior authorization(s) when required and referral approvals from insurance carriers within 24 hours of receipt of request.
3. Coordinate and schedule patient referrals to specialist providers and health care agencies. Clearly communicate with the patient who the patient is being referred to and why, what their insurance will cover and whether there are co-pays or other charges, what documentation needs to be done prior to the visit, how the appointment should be made, and information to bring to the visit.
4. Maintain documentation of sent referrals and status of scheduling referrals, for tracking. Help address barriers that delay patient follow-through with referred specialty visits.
5. Receive requests for medical records and ensure all requested records are sent.
6. Track closure of referrals: maintain documentation of status for received medical records, including consult notes, following referred specialty visits. Follow-up with specialists about information delays. Participate in chart audits to monitor referral tracking.
7. Enter data of all demographic and insurance information.
8. Inform uninsured and underinsured patients of all payment options including community assistance program applications.
9. Greet patients, caregivers and staff in a timely and pleasant manner.
10. Project a congenial and sensitive attitude toward patients, caregivers and staff.
11. Exhibit a willingness to resolve problems and efficiencies.
12. Provide consistent, timely and friendly service to both external and internal customers.
13. Perform other duties as assigned.

**QUALIFICATIONS**:

To perform this job successfully, an individual must be able to perform each duty described above satisfactorily. The following requirements are representative of the knowledge, skill and/or ability required for this job.

* **Education/Experience**: High school diploma or general education degree (GED); or one year related experience and/or training, for example, in a customer service oriented environment; or equivalent combination of education and experience.
* **Communication Ability**: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Must have interpersonal skills. Ability to write routine reports and correspondences. Ability to speak effectively before groups of customers and employees of organizations.
* **Math Ability**: Ability to add and subtract two digit numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money and weight measurement, volume and distance.
* **Reasoning Ability**: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to work reliably and with professionalism in a high-volume, high-demand medical environment.
* **Computer Skills**: Proficiency in Microsoft Word, Microsoft Excel, and e-mail. Prefer skills in using referral software, using health plan web sites and familiarity with electronic medical records.
* **Professional Skills**: High level of confidentiality required. Ability to work independently and within a team.