

POSITION SUMMARY:

The Referral Coordinator manages and coordinates outside specialty appointments requested by Hometown Health Center's Staff to ensure continued continuity of patient care timely and professionally; works closely with area hospitals, ancillary departments, and specialty physicians, nursing facilities, patient families and the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages and coordinates all medical referrals for Hometown Health Centers Medical Staff thru the Electronic Health Record system.
- Communicates directly with patients, giving and receiving information and building rapport with them.
- Utilizes the computer system according to departmental protocols to include accurate data entry and retrieval of information for reporting purposes.
- Receives inquiries and requests, and performs research and responds accordingly.
- Performs data collection and data entry, following through and documenting the interaction.
- Processes insurance referrals and maintains quality documentation on each insurance authorization.
- Maintains close communications with key insurance companies, to ensure that referrals are completed and followed up per requirements.
- Solves problems independently or with a team environment.

COMPETENCIES:

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Must be able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

GENERAL EXPECTATIONS:

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Referral Coordinator's regular performance evaluation.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for prolonged periods of time, and talk and hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 10 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a busy medical office environment with many interruptions. Very active, fast paced position with short deadlines. At times must interact with irate patients and remain calm and professional.

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least two years of medical office experience, including prior referral experience, required.
- Insurance Medical billing and coding expertise.
- Ability to work collaboratively with people of diverse cultures and lifestyles.
- Ability to communicate effectively with all internal and external customers in a professional and courteous manner.
- Strong organizational skills.
- Ability to work independently and as part of a team.
- Ability to function professionally under multiple priorities.
- Ability to communicate articulately and comprehend written and verbal communications.
- Ability to accurately collect, enter and report data.
- Willingness to learn and take on new challenges, roles and duties.

Education Requirements: The following education requirements are considered essential:

- High School Education or the equivalent required.
- Demonstrated knowledge of insurance referral process.
- Basic understanding of medical terminology
- Basic understanding of medical test and requirements for test as to provide the patients with appropriate information.

HOMETOWN Health Center is an equal opportunity provider and employer.