



JOB DESCRIPTION

CLASSIFICATION: Non Exempt

POSITION TITLE: **Referral Specialist**

**PROGRAM NAME/
LOCATION:** West Salem Clinic
1233 Edgewater St NW

EMPLOYMENT STATUS: Full Time

SUPERVISOR: Medical Records Supervisor

FUNCTION:

Initiate pre-authorization process and facilitate patient referrals.

SUPERVISORY DUTIES:

None.

GENERAL DUTIES:

- 1 Performs duties assigned by the Clinic Operations Manager.
- 2 Meets established timelines.
- 3 Meets established attendance criteria and starts work promptly.
- 4 Knows and consistently implements all approved policies, protocols and procedures.
- 5 Regularly supports compliance and accreditation efforts as assigned including, but not limited to OSHA, Joint Commission and HIPAA.
- 6 Consistently supports the organization's mission as defined by the Board of Directors and the Executive Director.
- 7 Participates in required meetings and events.
- 8 With the immediate supervisor, sets and achieves annual goals for job performance improvement.
- 9 Monitors the entire work environment, ensuring the entire facility, indoors and outdoors,

is kept as clean and orderly as possible.

- 10 Effectively participates as a member of the team and promotes teamwork.
- 11 Consistently demonstrates good use of time and resources.
- 12 Consistently interacts with clients and staff in a professional manner that reflects favorably on the organization and that is conducive to high productivity.

SPECIFIC DUTIES: (The first five are Core Competencies)

- 1 Obtain preauthorization from HMO/insurance companies or other third-party payer for services to be rendered to West Salem Clinic patients at other locations.
- 2 Schedule appointments and interpreters.
- 3 Keeps provider informed of the referral process.
- 4 Responds promptly to calls from patients regarding the referral process. Coordinated and solves problems between patient, specialist's office and HMO/insurance company.
- 5 Assist with documenting the receipt of the initial consultation report from the specialist in the patient' medical record and on the computer referral tracking.
- 6 Remains current on ICD-9 and CPT coding requirements.
- 7 Remains current on insurance pre-authorizations.
- 8 keeps the list of participating specialist current.
- 9 Maintains strict confidentiality.
- 10 Participated, as appropriate, in staff meetings, training sessions and supervisory sessions.

QUALIFICATIONS:

- 1 Must be a high school graduate or equivalent.
- 2 Must be able to write legibly.
- 3 Proficiency in medical terminology.
- 4 Current knowledge of insurance coverage, pre-authorization and referral process.
- 5 Must be able to deal with the public politely, courteously, efficiently, and effectively in person and by telephone.
- 6 Must be able to remain calm and organized under pressure.
- 7 Ability to communicate and interact with all areas of the clinic and ability to exercise independent judgment and decision-making skills.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF POSITION:

- 1 The physical activity of this position may include: sitting, stooping, kneeling, crouching, reaching, standing, walking, picking, pinching, typing, and lifting.

- 2 The worker is subject to inside environmental conditions.
- 3 Light work, Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects.
- 4 Must wear scrubs or uniform.

HAZARDS OF POSITION:

- 1 The worker is exposed to infectious diseases
- 2 The worker is exposed to unpredictable behavior
- 3 TB testing - moderate risk
- 4 Hepatitis B testing - low risk