



Referrals Coordinator

FLSA Classification

Nonexempt

Salary Grade

102

Reports to

Practice Director

Date

1-11-2022

JOB DESCRIPTION

Job Summary

Responsible for making patient referrals to specialists for services not provided by Packard Health and serving as the primary contact for internal and external requests for information or assistance related to authorizations. Responsible for insurance prior authorization for specified orders and testing. Referrals and prior authorizations will be completed from all providers/sites at Packard. After an initial 90 day orientation period, eligible employees will be considered for a hybrid onsite/work from home option.

Job Duties

- The Referral Coordinator is responsible for all incoming authorizations, whether received on paper, by phone or electronic submission.
- Coordinates authorizations for referrals for Packard Health patients to outside specialists.
- Prepares referral forms and transmits required information to specialists
- Submits referral information to insurance companies for approval/authorization.
- Communicates with providers as needed to obtain additional or missing clinical documentation necessary for medical review.
- Manages appeals and coordinates with providers on next steps.
- Coordinates with providers and specialist to schedule urgent referrals for patients.
- Makes calls to patients or external agencies as needed and coordinates with professional staff for follow up and tracking of referral completion.
- Performs eligibility checks on members as necessary by telephone or electronically as appropriate.
- Provides great customer service for internal and external customers requesting information related to pending authorizations, authorization process or other related issues.
- Completes prior authorizations for procedures and testing that requires insurance authorization. Seeks out required clinical information from provider or nursing as required.

Competencies

- Excellent customer service
- Technology savvy
- Ability to read, understand and follow verbal and written instructions
- Ability to type and write clearly and correctly.
- Can establish and maintain effective working relationships with patients, employees and the public. Can de-escalate difficult interactions.
- Seeks appropriate help from supervisor or clinical staff to solve problems when appropriate.
- Can multi-task and maintain professional demeanor in a busy practice environment
- Serves as a liaison between patients, physicians, and other support staff.

Supervisory responsibilities - None**Work environment**

Medical practice setting with office type workstation

Physical demands

- Sitting, standing, and walking throughout the day.
- Stooping, bending and stretching for files and supplies.
- Using computer screen for long periods of time.
- Occasional lifting of files or paper weighing up to 20 pounds.
- Manual dexterity sufficient to operate a keyboard, telephone, copier and other office equipment.
- Occasional stress from working with ill people and from many interruptions

Travel required

Occasional travel to other Packard Health locations

Required education and experience

- Minimum one year medical office experience processing referrals
- High School graduate or GED
- Job experience that demonstrates an understanding of medical terminology
- Prior job knowledge and use of electronic medical records

Preferred education and experience

- Additional medical office experience (3 to 5 years)
- Bilingual Spanish speaking

This job description is a general description of job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of Packard Health are expected to perform tasks as assigned by PH supervisory/management personnel, regardless of job title or routine job duties. In accordance with the Americans with Disabilities Act, PH will provide reasonable accommodations for individuals who can perform the essential functions of this job.
