

JOB DESCRIPTION

Job Classification: Medical Referrals Specialist

Reports to: Regional Administrator

Supervises: None

Last reviewed: 10/01/2021

POSITION PURPOSE:

This position is primarily responsible for the processing of Chehalis referrals and the Closing of the loop report. This position will also provide backup medical records and reception coverage, as needed.

MINIMUM QUALIFICATIONS:

Education: High school diploma or GED required.

Licensure/Certification: None

Experience: Two years of secretarial or specialized office experience preferred. Medical terminology experience and one year experience in medical office preferred. Speaks and understands Spanish preferred.

Equipment/Skills: Computer Literate

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

Status Classification: Hourly

PRIMARY JOB RESPONSIBILITIES:

- A. Handles all referrals initiated by Medical Providers. Standards:
- Initiates prior authorizations for referrals that require them.
 - Completes referrals and notifies patients by mail or phone.
 - Completes referrals for other specialties that we have referred to.
 - Maintains referrals section in EHR.
 - Maintains excel logs (if applicable).
 - Maintains and updates referral book.
 - Requests authorization from DSHS.
 - Develops and maintains relationships with specialty providers/practices.
 - Works report provided by the IT dept. to close the referrals loop.
 - Updates the Referrals SOP as needed, with the supervisors help if needed.

B. Performs Medical reception work as necessary. Standards:

- Assists medical reception when needed.
- Answers phone when receptionists are busy.
- Schedules appointments.
- File/scans medical record charts.
- Assists with chart abstraction.
- Calls patients to re-schedule missed appointments.

C. Performs other related duties as assigned. Standards:

- Follows guidelines established at time of assignment.
- Accepts assignments willingly.
- Prioritizes workload to ensure timely completion of assignment.
- Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description, and agree with it.

Employee Signature

Date

Supervisor Signature

Date