

COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA
Health Programs
Job Description

Date: November 2018
Exposure Determination Category: 3

Salary Grade: 9-11
Chart: 1 Non-Exempt

Job Title: Referral Specialist
Reports To: Chief Operating Officer

Areas of Responsibility: Ensure the effective management of all outbound specialist referrals as well as internal specialty referrals. Schedule, follow-up, and complete referrals for clinic patients. Appropriately document referral progress in the Electronic Medical Record. Work with clinical staff to assure appropriate scheduling, notification to provider when referral appointments are not kept and preauthorization's as required. Follow Patient Center Medical Home and Federal Tort Claim Act requirements to ensure patient safety.

Major Duties:

1. Maintain ongoing tracking and appropriate documentation on referrals to ensure patient safety. This tracking will involve using the clinics current Referral tracking Tool and Electronic Medical Records systems.
2. Assemble information concerning patient's clinical background and referral needs. Per referral guidelines, provide appropriate clinical information to specialist.
3. Contact review organizations and insurance companies to ensure prior approval requirements are met. Present necessary medical information such as history, diagnosis and prognosis. Provide specific medical information to financial services to maximize reimbursement to the clinic.
4. Review details and expectations about the referral with patients, including financial assistance programs that are available at the referral site.
5. Identify and utilize cultural and community resources. Establish and maintain relationships with identified service providers.
6. Ensure that referrals are addressed in a timely manner.
7. Ensure that patient's primary care chart is up to date with information on specialist consults, hospitalizations, ER visits and community organization related to their health.
8. Attend staff training sessions and meetings as required.
9. Perform other duties as assigned.

Work Conditions:

- 90% office work, 10% training and meetings.
- Well-lit, temperature controlled clinical setting, with standard medical and office equipment available.
- Work can be stressful and requires ability to meet tight timelines.
- Able to concentrate within the everyday distractions of a medical office/business.
- Able to work independently, analyzing and assessing work flow and turnaround times while following established policies and procedures with minimal supervision.
- Able to understand technology of clinical software.
- The noise level in the work environment is usually average.
- Must be able to work irregular hours, with some evenings.

Physical Requirements:

- Ability to bend, stoop, walk, lift and sit.
- Ability to sit and /or stand for long periods of time.
- Occasionally lifting and carrying up to 25 pounds.
- The position requires sedentary work, with use of headphone, keyboard and video display terminal.
- Need excellent listening skills, excellent eye, hand, auditory coordination and finger dexterity.
- Must regularly talk, hear and have close vision ability to record and communicate appropriate documents and records.

Minimum Qualifications:

Grade: 9

1. High school diploma or GED.
2. Two years of experience in office procedures, computer software use, data entry; data management preferably in health care setting and ability to accurately operate equipment as needed.
3. Type 50 wpm with 90% or greater accuracy.
4. Knowledge of HIPAA Privacy Regulations.
5. Requires proficient level of oral and written communications with proven skills in English usage, grammar, punctuation, style, and editing.
6. Working knowledge of Microsoft Office Suite, especially Word, Excel, Outlook and Publisher.
7. Ability to understand and apply relevant legal concepts such as confidentiality.
8. Strong customer service focus.
9. Organized and able to manage competing priorities

Grade: 10

1. Must meet minimum qualifications above;
2. Five years of experience in office procedures, computer software use, data entry; data management preferably in health care setting and ability to accurately operate equipment as needed.

Grade: 11

1. Must meet minimum qualifications above;
2. AA in a health or computer related field or seven years of experience in office procedures, computer software use, data entry; data management preferably in health care setting and ability to accurately operate equipment as needed.

Approved by Human Resource Director: _____
Signature Date

Approved by Health Program Director: _____
Signature Date