Title: Referrals Coordinator  
Department: Referrals Department  
Reports To: Medical Records & Referrals Department Supervisor  
EEOC: Admin Support  
FLSA Status: Non-Exempt  
Salary Range: To be determined

Summary
The Referrals Coordinator assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual’s referral needs. This process is achieved through communication with appropriate providers and available community resources to promote quality, timely, and effective outcomes. The Referrals Coordinator reports directly to the Medical Records & Referrals Department Supervisor. Referrals Coordinator is required to attend all staff meetings, team meetings, and any and all other meetings that pertain to the department. Because this position manages confidential information for clients, the Referral Coordinator must demonstrate a high degree of professionalism and confidentiality to ensure that all services are offered in an inclusive respectful manner.

ChapCare’s Expectations of all Employees
- Adheres to all ChapCare’s Policies and Procedures
- Conducts self in a manner that represents ChapCare’s core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Ability to work as part of a Team.
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Primary Duties
- **Assessment** - Assesses the patient's plan of care based on the referral submitted and develops, implements, monitors and documents the utilization of community resources. Referrals Coordinator will assist the patient through their referral care by facilitating options and services in the community to meet the patient's health care needs.
- **Coordination** - Ensures all medical records, referral forms, and required documentation is complete and is submitted to the referral entity in a timely manner. Obtains referral authorization from insurance carriers and relays such authorizations (or denials) to the patient and the provider. Carry out provider orders, such as standing orders and referrals. Resolves all pre-authorization, registration, or other referral-related issues prior to a patient's appointment. Verifies that all pre-authorizations, registrations and other referral-related documents are completed in accordance with federal, state and local regulations. Maintain tracking system for patients scheduled appointments and two-way communication between the PCP, specialists, and/or other providers.
- **Monitoring** - Medical Case Prioritizes workflow and maintains appropriate work volume according to established procedures. Responds to incoming faxes and telephone calls regarding pending referrals, including timely response to voice mail messages. Ensures accurate and timely communication with patients, providers, and other staff. Maintains updated referral resources. Performs other duties including but not limited to: receiving patient documents and updating referrals, composing and typing general correspondence using correct medical terminology, using office equipment such as copier, fax machine, and computers. Maintains a clean, safe and orderly environment.
**Intermittent Duties**
- Perform related and staff support duties as assigned by Medical Records & Referrals Department Supervisor.
- Attend required and selected seminars or training.

**Qualifications**

**Experience**
- Three (3) years of experience in the field related to medical or health care, one (1) year experience of which was directly related to the referral process. Education or Experience may be substituted. Experience with EHR preferred (not required).

**Education**
- Associate degree from an accredited university.
- CPR Certified

**Knowledge**
- Must have the ability to receive, interpret and follow verbal and written instructions. Required to read, write and speak English fluently. Must have a sound understanding of medical terminology. Knowledge of the referral process and/or pre-authorization requirements of various insurance plans.

**Skills**
- Proficiency in state of the art computers and related software. Ability to read and comprehend complex instructions, short correspondence, and memos. Ability to write business correspondence. Ability to apply common sense, reason, and use good judgment when carrying out instructions furnished in written, oral, or a diagram form. Ability to deal with problems involving a variety of situations regarding a patient’s referral. Skills and ability to establishing priorities of tasks according to their urgency and the ability to appropriately access and utilize community referral resources. Ability to work independently as well as a team member.

**Personal Qualities**
- Displays cheerful demeanor and makes positive comments when on duty.
- Refrains from participation in harmful gossip, dysfunctional group interactions, and divisive behavior.
- Displays courteous and professional behavior in all interactions with the public.
- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Adheres to dress code expectations, including fragrance-free requirements.
- Displays sensitivity in a multi-cultural environment.

**Physical Demands/Working Conditions**
The physical demands described here are representative of those that must be met by an employee 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 may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis. Attend in state and out of state conference may be required.