



SOPHIE TRETTEVICK INDIAN HEALTH CENTER

MAKAH TRIBE

JOB POSTING- Open Until Filled

Job Title	Referral Specialist	Position Number	TBD
Department	Clinic	Business Unit	Medical
Work Location	Clinic	Travel Required:	Yes-Occasional
Pay Grade	4TS T5	Position Type	Full-Time
Pay Range	\$20.93/hr to \$23.26/hr	Classification	Non-Exempt
Background Tier	Yes	Safety Sensitive	Yes
Supervisor	Medical Office Manager	Subordinate(s)	Yes

JOB SUMMARY

Provides referral coordination, prior authorizations, benefits review and other clerical duties associated with patient care and treatment in an Ambulatory Care Clinic. Performs a variety of complex administrative duties, follows agency quality assurance and improvement practices, adheres to strict legal standards for protected client and patient information, and provides excellent customer service.

ESSENTIAL JOB DUTIES:

- Responsible to receive patient referrals and consult with the patients before they leave the office to verify that the patient understands the referral and verifies the patient contact information is up to date and verifies a date and time that works for their appointment.
- Review referral forms for completeness and enter into the RCIS package.
- Review third party payer status and help coordinate application to third party resource per the PRC Services requirements.
- Request the PRC Specialist to review and determine if they will accept our patient for services. Fax the referral, medical notes or tests to the specialist in a timely fashion.
- Upon successful identification of a specialist that will accept the patient case, make the appointment and inform patient of their appointment time. Provide referral paper to patient along with a map and telephone number of the specialist. Complete the referral tracking sheet.
- Enter all processed referrals into the RCIS package and enter note of referral to EHR.
- Enter referrals into the outlook task database task list to create a reminder to call and request consult notes three days after the patient's appointment.
- Enter consult notes in the provider's inbox for their review. If the patient was a no-show at their appointment, then Referral Specialist will prepare a "did not keep appointment" PCC and place in the provider's box. Also, will notify PRC Services office of the same.
- Responsible to close the referral in the RCIS package, by reviewing the consult note for the provider's initials indicating they reviewed the report.
- Responsible to develop and maintain a tickler file of all referrals from the request to the completion of entering the consult note into the RCIS package.
- Provide daily referral logs to the PRC Service office.
- Follows up on return appointments as directed by the primary care Providers.
- Adheres to the clinic policy regarding the release of patient information and handling of telephone calls
- Other related job duties as assigned.

EDUCATION REQUIRED

- High school diploma or G.E.D.

MINIMUM RELATED EXPERIENCE

- One year of clerical experience
- Experience with current data entry, RPMS, and scheduling computer software preferred

REQUIRED LICENSES/CERTIFICATIONS

- Valid and unrestricted Washington State Driver's License.
- Current First Aid/CPR certification or obtain within 90 days of hire.

KNOWLEDGE OF:

- Knowledge of ICD-10-CM coding procedures, abbreviations and terms used in the ICD-10-CM coding volumes and AMA CPT-4 coding system in order to acquire, interpret and resolve problems based on information derived from system monitoring reports to be carried over to the required billing forms
- HIPAA (Health Insurance Portability and Accountability Act) and the use of confidential information and health records as an integral part of the interviewing office function and the privacy of individuals which must be protected to the fullest extent possible
- Standard office procedures needed to provide for smooth and efficient operation of program by maintaining schedules, meetings, etc.
- Standard filing systems in order to prepare, file and retrieve various documents efficiently, and must be able to follow agency guidelines for record disposal in accordance with the record retention policy

ABLE TO:

- Establish and maintain regular and satisfactory attendance and punctuality.
- Maintain the highest level of confidentiality and communicate with tact and discretion.
- Organize, plan, coordinate, and carry-out assigned tasks with accuracy and attention to detail.
- Provide excellent customer service and problem solve effectively.
- Establish and maintain effective working relationships with employees, supervisors, officials, and the public.
- Continually learn and utilize a variety of information systems and software.
- Pass pre-employment drug screening and background check(s).
- Pass job related tests.

PHYSICAL REQUIREMENTS:

Manual and finger dexterity for the operation of personal computer, office machines and routine paperwork. Tolerance to be exposed to computer screen for prolonged periods. Stamina to sit, stand and/or walk for prolonged periods. Mobility to bend, stoop, and/ or climb stairs. Ability to lift objects weighing up to 25 lbs. occasionally. Operate a motor vehicle.

SPECIAL REQUIREMENTS

Immunization Requirements: Must be fully immunized against measles, and rubella and provide official documented proof of vaccination prior to employment. Employees are required to provide proof of other immunizations as recommended for healthcare workers by the Centers for Disease Control and Prevention, or of immunity to these diseases. All employees shall have tuberculin (TB) test upon employment and annually thereafter, or have a follow-up plan approved by employee health if there is a positive test

Special Consideration: if you are allergic to any component of the vaccine or have documented history of severe reaction to vaccine or are currently pregnant you may not have to be immunized, however, you are required to provide documentation/proof, in order to be considered for employment.

APPLICATION PROCESS- submit application with supporting documentation to hr@stihc.com or

STIHC Human Resources

PO Box 410, Neah Bay, WA 98357