



# Valley Community Healthcare

## JOB ANNOUNCEMENT

We are seeking a **Full-Time Referrals Coordinator** to join our dedicated team.

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

**Applications:** Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume and cover letter to our Human Resources Department at [ipogosyan@vchcare.org](mailto:ipogosyan@vchcare.org) for consideration.

### General Responsibilities

- Responsible for medical referrals for a variety of services not provided at the Clinic.
- Assists with dissemination of program updates such as managed care, LA County, etc.
- Utilize EMR referral tracking system, i2i tracking as well as e-consul.
- Active participation in team of clinic referral coordinators.
- Assist with facilitating standardization of referrals for all departments; General Medicine, Teen/Adolescent Clinic, Pediatrics, Kennedy, EIP, Mental Health, Optometry, Nutrition, Mammograms, and others as needed per insurance coverage
- Meetings as required per direction of Nurse Manager

### Specific Duties

- Coordinate specialty care referrals
- Maintain updated lists of medical insurance accepted by specialists
- Maintain appointment reminders and copies of approved referrals
- Maintain the appropriate electronic patient tracking related to all aspects of referral implementation
- Obtain pre-authorizations as required by patients' health care insurers or managed care providers
- Follow-up with patients to assess compliance
- Copy/request medical records when required
- Log and file results in medical chart/NextGen, e-consult, i2i and any other computer software necessary to complete referrals
- Coordinate Pre-Op orders with outside clinics and schedule appropriate appointments at VCC

- Other duties as assigned

**Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

**Minimum Qualifications**

- Current Medical Assistant certificate in the State of California or one year of experience as a Referrals Coordinator may substitute for MA certificate.
- A minimum of one year working in a community clinic or other medical office environment is required.
- Good verbal and written communication skills.
- Ability to work well with a variety of people.
- Able to handle multiple tasks simultaneously.
- Excellent telephone manner.
- Excellent negotiation skills.
- Computer literate and familiar with electronic health records preferred.
- Data entry skills, minimum of 45 WPM.
- Bilingual English and Spanish is required.

**\*Responsibilities and tasks outline in this document are not exhaustive and may change as determined by the needs of the company.**

**VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER**

*OUR MISSION: To make an impact on the health and well-being of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.*