



Arroyo Vista Family Health Center

JOB DESCRIPTION

Position Title: Referrals Coordinator

Summary:

Under the direct supervision of the Director of Managed Care Services, the Referrals Coordinator is responsible for assuring all specialty and ancillary referral orders are processed accurately and in a timely manner as per agency's Utilization Management Policy #107; Specialty Care Referrals.

Duties:

1. Responsible for providing coordination and patient access to specialty care in accordance with agency policy and contracted managed care guidelines.
2. Responsible for assuring referrals are completed in a manner per managed care timelines and agency policy. Assures all urgent referrals are processed within 48 hours with the objective of minimizing risk exposure and facilitating continuity of quality care.
3. Responsible for following documentation standards as per agency Policy UM #107 and maintaining confidentiality as per Agency policy and procedure.
4. Responsible for preparing, assisting, and/or submitting monthly data reports to the immediate supervisor within indicated timelines.
5. Actively participates in the Quality Management Program, Safety Program, Emergency Preparedness and Infection Control Programs, and is responsible for Joint Commission and IPA/HMO Standard Compliance of Patient Referral Utilization Review Services.
6. Responsible for attending in-services and educational classes to maintain current knowledge for effective practice.
7. Responsible for providing back-up to other members of the Referral Team when necessary.
8. Responsible to take such steps necessary to allow Arroyo Vista to realize the benefits of the Electronic Health Records system including the adoption, implementation, upgrading and meaningful use of such technology as requested or required by Arroyo Vista or other federal or state authority.
9. Performs other duties as assigned by the supervisor.

Requirements:

1. Certificate from an approved and accredited Medical Assistant Program.
2. Computer literacy in health information systems. Proficient in Microsoft Office.
3. Attention to detail, with excellent follow-through skills.
4. Excellent verbal and written communication skills.
5. Ability to work well with others in a professional manner in a team oriented environment.
6. Minimum one (1) year clinical experience in an ambulatory care facility. Referrals experience preferred.
7. Bilingual (English/Spanish). Familiarity with Hispanic culture preferred.
8. Current CPR certificate.