



## **Community Health Alliance of Pasadena (ChapCare) Job Description**

**Title: Referrals Coordinator**  
**Department: Referrals Department**  
**Reports To: Medical Records & Referrals Department Supervisor**  
**EEOC: Admin Support**  
**FLSA Status: Non-Exempt**

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### **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.

**Amount of travel and any other special conditions or requirements:** May need to be available during evenings and/or weekends or to work off-site at outreach clinic location.

**Hours per day or week:**

A minimum of 40 hours per week is required

**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.

**Acknowledgement of Receipt**

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date



Employee Name:

Job Title: Referrals Coordinator	Hrs. Worked Per Day: 8	Hrs. Worked Per Week: 40
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Activity (Hours per day)	Never 0 Hours	Occasionally Up to 3 Hours	Frequently 3-6 Hours	Constantly 6-8+ Hours
Sitting			X	
Walking			X	
Standing		X		
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing (Stairs)		X		
Kneeling		X		
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand R L				
Is repetitive use of hand			X	
Simple Grasping (right hand)		X		
Simple Grasping (left hand)		X		
Power Grasping (right hand)	X			
Power Grasping (left hand)	X			
Fine Manipulation (right hand)	X			
Fine Manipulation (left hand)	X			
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands			X	

Weight	LIFTING					CARRYING				
	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Height	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Distance
0-10 lbs				X	40"			X		25 ft_
11-25 lbs		X			40"		X			25 ft
26-50 lbs	X				_____	X				_____
51-75 lbs	X				_____	X				_____
78-100 lbs	X				_____	X				_____
100+ lbs	X				_____	X				_____

Describe the heaviest item required to carry and the distance to be carried:  
 A box of office supplies that can includes paper, pens, etc. for approx. 25 feet. Employees have access to utility carts to carry/transport items.

Other job requirements specific to the Job :

- Working with Bio-hazards such as blood borne pathogens, sewage? NO X YES \_\_\_\_\_
- Exposure to radiation? NO X YES \_\_\_\_\_
- Other : \_\_\_\_\_

**Acknowledgement of Receipt**

I have reviewed the job description and the physical requirements of the position. By signing below I am affirming that I understand what the expectations of the position are and that I am able to perform all services with or without reasonable accommodations.

Employee signature: \_\_\_\_\_ Date \_\_\_\_\_