

Position Title: Referral Case Specialist I
Supervises: None
Reports To: Chief Medical Officer
Written by: Human Resources Department

Department: Medical Clinic
FLSA: Non-Exempt
Effective Date: 02/18
Approved by: CEO

General Summary:

The Referral Case Specialist will be responsible for processing referral requests from various sources to ensure compliance with federal, state, or Health Plan specific requirements. The referral specialist is accountable for facilitating timely authorizations and notifications as well as other referral management functions

Summary of Essential Duties:

- Provides day-to-day care coordination activities and referral follow-up
- Processes referrals on daily basis
- Follows up on referrals
- Research referrals and verifies information and ensure the prior authorization request is processed accurately.
- Follows up on all specialist's reports for medical providers
- Conducts culturally appropriate Multi-Component Care Plans and update as need on a quarterly basis
- Participates in case conferences and provide input related to care issues
- Provides case management
- Develops and implement a client-centered proactive Care Model
- Assists in the development and implementation of a web-based Management Information System
- Implements quality improvement and evaluation activities

Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- High School Diploma or equivalent required
- AA Degree, preferred
- Demonstrate knowledge of safety, infection control & emergency policies and procedures

Experience

- Must have minimum 2 -3 years in medical setting
- Understanding of medical terminology- familiar with Medicare, Medi-cal, etc.

Skills and Abilities

- Good written, oral and customer service skills
- Bilingual/Bi literate Spanish/English Preferred

Licensure and Certificates:

- Medical Assistant Diploma/Certificate (Preferred)
- CPR/BLS Certificate

TO APPLY, PLEASE VISIT: <https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>